

NEW MEXICO JUDICIAL BRANCH

Language Access Coordinator

(Classified)

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

SUMMARY

Under administrative direction plan, organize, direct, and manage interpreting and other language access services and related training in assigned courts; provide interpreting and translation services to ensure the fair and impartial administration of justice and due process of the law to those populations who cannot adequately communicate in English; and coordinate the work of on-site volunteers and contract personnel. May supervise subordinate judicial branch program staff.

QUALIFICATIONS

Education: Bachelor's degree in Criminal Justice, Public or Business Administration, Social Sciences, Criminology, Management, Languages, or Interpreting & Translation or a related field.

Education Substitution: Experience in language access or the management of interpretation services may substitute for education on a year for year basis.

Experience: Four (4) year of program experience, public or business administration, budget, finance, social services, social work, social sciences, mediation, communications, grant writing, guidance and counseling, law/probation, program management, adult education, training, management of volunteer programs or a closely related field, of which two (2) years must have been in court interpreting experience, plus and one (1) year of supervisory experience.

Experience Substitution: Additional relevant education may substitute for the non-court interpreter experience at a rate of thirty (30) semester credit hours equals one year of experience.

Current Certification: Any of the following: Court Interpreter Certification as recognized by the Administrative Office of the Courts, Federal Court Interpreter Certification, Registry of Interpreters for the Deaf Certification, or other professional certifications recognized by the Supreme Court Language Access Advisory Committee.

Knowledge: Knowledge of theories, skills, and techniques of court interpreting and translation; ethical canons and protocols of court interpreting; extensive technical and legal vocabulary in English and at least one other language; program planning, management and evaluation; problem solving, conflict resolution principles and techniques; grant procedure, grant writing, and program reporting; state procurement rules and regulations; court's organization, services and day-to-day operations; local, state and federal confidentiality regulations and guidelines; New

Mexico Civil Court System and court procedures; criminal and juvenile justice; specialty courts; criminal statutes, rules, procedures; New Mexico Criminal Justice Information System; court case initiation procedures; statutes and regulations affecting schools/students; basic contract law; HIPAA (Health Insurance Portability & Accountability Act) requirements; New Mexico Judicial Branch Personnel Rules and Code of Conduct; customers and participants/clients support practices; media relations; crisis and critical incident management; computer software; and computerized data collection, compilation and entry techniques. If assigned supervisory responsibilities, knowledge of supervisory techniques; coaching; performance evaluations; hiring; training; discipline; termination; and management practices and techniques.

Skill & Ability: Skill in, near native proficiency, in English and at least one other language; implementing, managing and administering a single program or multiple programs; performing multiple tasks and managing all aspects of a project/program; making assessments and decisions on situations that arise on a daily basis; motivating team members, volunteers, and contractors to accomplish given tasks and goals in compliance program standards and parameters; providing direction to volunteers, and contract personnel; planning, coordinating, prioritizing, monitoring and implementing best practices; effective written and verbal communication; data collection and reporting; writing, negotiating and monitoring contracts(s); grant research and proposal writing; technical writing and editing; data collection, analysis and management; preparing presentations and training curricula; problem solving and critical thinking; working effectively with a diverse range of individuals; maintaining confidentiality; prioritizing goals and objectives; mediating, persuading and collaborating; effective crisis management and response; working in high stress situations; working independently; conducting research; and proficiency with automation software and databases. **Ability to** maintain open communications; anticipate and evaluate the impact of rules, procedures, statutory changes; read, write and interpret legal documents; conflict resolution; speak in public and educate or network with others on behalf of the program(s); coach individuals one-on-one and/or in groups; train, delegate, assign work, supervise and evaluate personnel (contractors/clients/volunteers/interns/others); remember a great volume of detailed information; read and understand technical material written in English, e.g., legal documents, forensic reports, and technical specifications of certain equipment; apply relevant policies and procedures to assigned work; recognize safety and security issues; and perform and manage interpreter services effectively under the pressure of time constraints, adversarial settings and in emotionally charged situations.

EXAMPLES OF WORK PERFORMED

Program Management: Implement, manage and oversee program(s), scheduling and monitoring contract interpreting services for assigned courts and assignments at on-site or off-site locations; provide timely delivery of services and meet project deadlines; identify valued outcomes and best practices for participants, interpreters and courts as described in the program design; communicate program design, goals and standards to courts, staff, and participants/clients and community; build and motivate a strong support team; maintain inter-agency cooperation, communication, support and develop working relationships with associated parties and stakeholders; participate in community coalitions; prepare curriculum and/or workshop materials for training and educational programs; develop, revise and implement

policies and procedure's manuals; schedule, plan, organize and facilitate team meetings pertaining to program/clients progress, policies and issues; maintain confidentiality and compliance with interpreting protocols and ethical standards and ensure compliance of on-site contractors; make formal presentations; participate on committees and/or task forces as assigned; maintain networks of collaborative and/or mentoring relationships for participants/clients/volunteers; prepare or oversee development of meeting agenda and minutes; serve as a liaison to courts; assist courts with language access planning, language access specialists, and service tracking. **Interpretation: May** perform all modes of interpretation from source language into the target language for complex oral communications during court proceedings and for court ordered services (interpretation may be performed: in person, from a recording, via telephone or video conference). Provide interpretation of familiar and unfamiliar documents; formal document translation of court generated forms; and sight translation of court generated documents. **Statistical/Reports:** Monitor and/or manage program(s) database (data development, collection, entry and generation of reports); prepare and publish periodic or annual reports on an ad hoc or regular basis; perform statistical analysis and maintain statistics; create, evaluate and analyze statistical measures, reports and surveys for programmatic changes to better manage resources and future assignments/needs; create, collect, and complete results of surveys; integrate information systems between groups/users including judges, court administration and other stakeholders. **Legislative:** Speak to legislators; and attend legislative hearings (interim and session); lead the legislative process/sessions strategy. **Budget/Grants: May** develop and prepare budget(s) and budget expenditures; administer grant projects/program(s); ensure compliance with statutory deadlines, and budgetary limitations; research, prepare and complete applications to secure grants; complete required grant funds evaluation reporting and requests from city, county, local, state, federal agencies, non-profits and private businesses; identify and acquire additional funding sources; draft Requests for Proposals, Invitations to Bid, and issue and evaluate resulted proposals in compliance with state procurement code; and identify incentives from the community that are conducive to skills building and positive behavior for program participants/clients. **Contracts:** Oversee federal, state and district program requirements; provide day-to-day oversight of contracts and professional services; ensure record keeping is accurate and up to date; provide direction to contractor(s); monitor and evaluate contractor(s) performance with respect to contract compliance and scope of work; audit and approve invoices ensuring all applicable procedures are followed; draft and manage contracts and memorandums of understanding; supervise, monitor, direct and evaluate advisors, volunteers, interpreters and others to be effective and professional representatives of the court program; advocate and seek program(s) support through coordination with all parties and community partners; and ensure initiatives are reviewed and approved by all parties.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative of the work environment and physical demands an employee may expect to encounter in performing the tasks assigned to this job.

Work is performed in an office, court, jail or detention facility and may be performed in a field setting. Work is performed in an often fast-paced and stressful work environment. The employee may be exposed to hostile or violent situations that may arise when dealing with

individuals involved or associated with court cases, disturbing or hazardous court exhibits and contagious health conditions. Frequent exposure to unpleasant situations in jails and when interviewing defendants who are experiencing significant stress, are mentally unstable, hostile, intoxicated, or have infectious diseases.

The employee must regularly interact positively with co-workers, clients and the public; work under severe time constraints and meet multiple demands from several people.

The work requires prolonged use of computers. While performing the duties of this job, the employee is regularly required to perform repetitious hand, arm and finger motions as well as use manual/finger dexterity and sit for long periods of time. The employee is frequently required to read typed and/or hand written material; and lift and/or move, push, pull or carry up to 25 pounds.

The employee is expected to be punctual and to adhere to assigned work schedule. As assigned the employee may be required to work nights, weekends and holidays; overtime may be required. Travel (valid driver's license required) will be required. The employee may be exposed to fluctuating outdoor and building temperatures.

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