

**Alaska Court System  
Class Specification**

**DISPUTE RESOLUTION & SPECIAL PROGRAMS COORDINATOR**

Range: 22

EEO4: 02

SOC: 23-1022

Class Code: C3126

**Definition:**

Under general supervision of the Director of Self-Help & Language Access Programs, the Dispute Resolution & Special Projects Coordinator manages and assists in the ongoing operation and maintenance of the court system's access to justice initiatives. This includes the coordination of the court's alternative dispute resolution programs, grant management, assisting with the Early Resolution Program (ERP) and development of other access to justice initiatives including technology projects such as on-line portals, automated forms, online dispute resolution, and self-help website content development.

**Distinguishing Characteristics:**

The Dispute Resolution & Special Programs Coordinator is a single position professional job class primarily responsible for the management of the court system's alternative dispute resolutions programs: domestic relations, Child in Need of Aid (CINA), Adult Guardianship mediation programs; parenting coordination program; the Parenting Plan Resolution Office (PPRO) operations; and managing grants that help fund these programs. The position also works closely with the Director of Self-Help & Language Access Programs and the Family Law Staff Attorney to assist with the ERP and other access to justice projects.

Supervision Received: The Dispute Resolution & Special Programs Coordinator works under the direction of the Director of Self-Help & Language Access Programs. Supervision is received through personal conference, general observation of work in progress, and review by the supervisor of completed work.

Supervision Exercised: This position provides operational supervision of the Parenting Plan Facilitators statewide, including organizing staff meetings, training and peer mentoring opportunities, analyzing workload and case outcome metrics.

Complexity of Tasks: Duties require the use of a wide range of standard procedures, research, and analysis of facts to determine appropriate action.

Independent Judgment: Duties require the application of independent judgment within the limits of standard practice.

**Examples of Duties:**

Manage and continue to develop the court system's alternative dispute resolution programs: domestic relations, Child in Need of Aid (CINA), Adult Guardianship mediation program; parenting coordination program; and the parenting plan resolution office (PPRO) operations.

Prepare, manage, and submit budgets for the grant-based alternative dispute resolution programs; prepare annual program reports and other necessary reports on alternative dispute resolution, parenting coordination and PPRO; manage mediator invoices and coordinate with the court's fiscal operations department; evaluate and improve referral mechanisms.

Evaluate cases to identify appropriate resolution approach - mediation, ERP, PPRO, and parenting coordination - assign appropriate professional or pathway, and monitor progress. Respond to inquiries from court personnel and parties about the status of referrals to different alternative dispute resolution processes, facilitate referral process when needed.

Develop, deploy and maintain one or more computerized systems to track alternative dispute resolution referrals, provider appointments, and billing for all alternative dispute resolution programs.

Work with courts, mediators, parenting plan facilitators and stakeholders on procedures for scheduling alternative dispute resolution sessions.

Develop on-line and remote technology options for alternative dispute resolution and, when in-person sessions are feasible, assist in location locations and necessary equipment.

Assist in the development and management of additional alternative dispute resolution programs such as on-line dispute resolution.

Develop criteria for recruiting, selecting and contracting with mediators and trainers. Develop interview questions, schedule and conduct interviews, make selections and notify applicants.

Coordinate training of new mediators with mentors; maintain reports and records for mentoring process. Maintain roster of potential mediator candidates.

Maintain lists of private parenting coordinators, visitation supervisors and custody investigators.

Monitor mediator performance through review of written materials, discussion, observation, and participants' surveys.

Plan and facilitate professional development and training.

Maintain mediator website content.

Maintain, review and revise alternative dispute resolution program forms and records.

Mediate and co-mediate as needed in domestic relations, CINA and guardianship cases.

Prepare annual report for Access and Visitation (AV) grant and attend periodic AV meetings.

Research, monitor, propose and draft applications for appropriate grants.

Assist with the ERP: screen and schedule cases; coordinate with local court and assigned judicial officers, mediators and volunteer attorney coordinator; mediate as necessary; ensure logistical details are taken care of including drafting of case specific paperwork and orders; keep and analyze statistics about ERP; attend ERP hearing and help out as necessary.

Assist the Director and Staff Attorney in their duties, including:

- Research, develop, and implement improvements to maintain quality and increase access to justice effectiveness, efficiency and timeliness of current court programs.
- Research, edit and create court forms and website content using plain language principles.
- Support language access services.
- Develop and maintain on-line legal portal and automated forms.
- Improve existing programs for self-represented litigants.
- Develop new access to justice programs.
- Conduct Family Law Hearing & Trial Preparation Class for self-represented litigants in Anchorage as needed.
- Provide state-wide self-help services.

Work with other court staff to conduct internal and external stakeholder outreach and education; respond to questions and requests from members of the public; gather and process feedback on access to justice and other program quality.

Work with programming staff to improve data collection and management reports for cases that commonly involve self-represented individuals, including family law, domestic violence, debt collection, and housing issues.

**Knowledge, Skills, Abilities:**

The Dispute Resolution & Special Programs Coordinator requires knowledge of:

- Areas of law with a large self-represented litigant population including family law, housing, debt collection, domestic violence, guardianship, and child in need of aid procedures.
- Administrative, statutory, and constitutional law.
- Alaska Rules of Court.
- Civil court procedures.
- Association of Family and Conciliation Courts model guidelines.
- Methods of legal research.
- The practice of family law and practice with low-income populations.

The Dispute Resolution & Special Programs Coordinator requires skill in order to:

- Conduct legal research and analysis on assigned tasks.
- Communicate effectively both orally and in writing.
- Apply the law to the facts.

The Dispute Resolution & Special Programs Coordinator requires the ability to:

- Supervise personnel from a remote location.
- Coordinate with judicial officers, court personnel, and outside agencies to implement and maintain programs and initiatives.
- Organize training opportunities and ensure proficiencies in policies and guidelines for staff.
- Create tools, including database to keep statistics, to evaluate access to justice program.
- Prepare clear and concise written product and oral discussion.
- Establish and maintain cooperative working relationships.

**Minimum Qualifications:**

Graduation from an accredited law school.

**Preferred Qualifications:**

Past or present membership in a state bar association; familiarity with areas of law with a large self-represented litigant population including family law, housing, debt collection, domestic violence, guardianship, and child in need of aid procedures; experience working with self-represented litigants and diverse populations; mediation training and experience; experience teaching and public speaking; experience with project management; familiarity with plain language principles, and, writing and speaking about legal matters for diverse populations.

**Note:**

The Dispute Resolution & Special Programs Coordinator is in the partially-exempt service; the incumbent serves “at-will” to the appointing authority.