

**Oregon Judicial Department
Program Coordinator 3
Knowledge, Skills and Abilities (KSAs):**

- Knowledge of correct English usage, spelling, grammar, and punctuation
- Knowledge of court operations and legal requirements, legal terminology, and court procedures
- Knowledge of accepted casework methods and techniques (including information/referral, assessment, interviewing, and resource utilization)
- Knowledge of available community resources related to program issues
- Knowledge of research techniques and sources and availability of information
- Knowledge of adult learning theory
- Knowledge of professional ethics and confidentiality rules pertaining to program area
- Knowledge of mediation theory, principles, practices, and techniques
- Knowledge of laws relevant to program area

- Skill in understanding and following oral and written instructions
- Skill in establishing cooperative working relationships and communicating effectively, orally and in writing, with a wide variety of individuals
- Skill in being tactful and adept in dealing with a wide variety of individuals
- Skill in explaining program requirements, guidelines, and procedures
- Skill in using computers and computer software systems to set up functions, run queries, enter or compile data, or process information
- Skill in performing court functions related to program operations
- Skill in effective report writing and techniques
- Skill in interviewing techniques.
- Skill in assessing circumstances, and understanding and interpreting information to make effective recommendations regarding the most appropriate course of action
- Skill in collaborating and bringing parties to consensus
- Skill in presenting information or facilitating discussions with individuals or groups having multi-jurisdictional and competing interests in order to develop programs or solutions that meet differing needs

- Skill in developing and presenting training for purposes of certification
 - Skill in adapting to changes in work expectations, processes, and technology.
 - Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
 - Skill in using relevant information and individual judgment to determine compliance with laws, policies, or standards and making recommendations
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- Ability to build collaborative partnerships and work with other public or private sector agencies or community partners to ensure the program participants are in compliance with the court's action plan
 - Ability to develop, or determine the need for changes to, program procedures