

Oregon Judicial Department
Program Coordinator 4
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
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- 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