

## **Program Coordinator 2**

### **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 methods of effective report writing and presentation
- Knowledge of available community resources related to program issues
- Knowledge of accepted casework methods and techniques (including information/referral, assessment, interviewing, and resource utilization)
- Knowledge of research techniques and sources and availability of information
  
- Skill in using computers and computer software systems to set up functions, run queries, enter or compile data or process information
- Skill in communicating effectively, orally and in writing, with a wide variety of people
- Skill in being tactful and adept in dealing with a wide variety of people
- Skill in performing court functions related to program operations
- Skill in effective report writing techniques
- Skill in understanding and following oral and written instructions
- Skill in performing multiple tasks accurately, and, at times, in a fast-paced environment
- Skill in adapting to changes in work expectations, processes, and technology
- Skill in interviewing techniques
- Skill in explaining program requirements, guidelines and procedures
- Skill in facilitating meetings with individuals having competing interests and priorities
- Skill in case management
  
- 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
- Ability to provide training or resource information to various individuals
- Ability to make presentations to community groups and partners
- Ability to assess circumstances, and understand and interpret information to make effective recommendations regarding the most appropriate course of action
- Ability to use relevant information and individual judgment to determine compliance with laws, policies, or standards, and make recommendations