

STATE OF OREGON  
POSITION DESCRIPTION

AGENCY: **OREGON JUDICIAL DEPARTMENT** This position is ( X ) New  
DIVISION: Fourth Judicial District

\* \* PLEASE READ INSTRUCTIONS BEFORE COMPLETING THIS FORM \* \*

SECTION 1. POSITION INFORMATION

a. Class Title: Court Navigator  
b. Class No.: **TBD**  
c. Effective Date: April 1, 2015  
d. Position No.: TBD (double fill during first year of project)  
e. Working Title: Family Court Enhancement Project Court Navigator  
f. Organizational Location: **4<sup>th</sup> Judicial District**  
g. Work Unit: Office of the Trial Court Administrator  
h. Employee Name: TBD  
i. Work Location (City-County): **Portland, Multnomah, OR**

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j. Position:  Full Time  Limited Duration  Other Funded  
 Regularly Funded  Part Time  Job Share

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k. FLSA:  Exempt = Ineligible for overtime pay If Exempt  Exec  Prof  Some other reason  
 Non-Exempt = Eligible for Overtime pay

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SECTION 2. PROGRAM/POSITION INFORMATION

a. Describe the work unit in which this job exists. Include program purpose, who is affected, size, and scope. Include the role the unit plays in achieving the purpose of the court, division or program in which it is located.

This position exists as a member of the Circuit Court's team participating in the Family Court Enhancement Project (FCEP). This project is funded through a FY2015 grant award to the Circuit Court by the federal Office of Violence against Women (OVW). The current grant award runs through September 30, 2016. The FCEP team is led by the Chief Family Court Judge.

Many families are affected by domestic violence each year. Many of these families come before a family court which provides information, refers to court-connected services, and makes custody, parenting time, and other decisions that will have a significant long-term effect on children and parents. In the past decade, family courts have become increasingly aware of domestic violence and have made improvements to court practices. However, many challenges remain.

To better understand this issue, OVW is currently supporting the Family Court Enhancement Project (FCEP)

through a technical assistance award to the National Council of Juvenile and Family Court Judges (NCJFCJ). The FCEP is a collaborative project of OVW, NCJFCJ, the Battered Women's Justice Project, and the National Institute of Justice (NIJ). The project is designed to assess what family court procedures, practices, and structures related to custody and parenting time can help keep victims of domestic violence and their children safe from further violence and trauma.

This project will provide intensive training and technical assistance to improve safety for domestic violence victims and their children during and beyond court proceedings. Project staff will provide services to both parties in a case.

With assistance from a national Technical Assistance Team, the Circuit Court will attempt to:

- Increase the provision of accurate information and resources to families facing custody and parenting disputes and their advocates so that they can make informed choices throughout the legal process,
- Implement the consistent use of screening and other triage and evaluative methods in custody and parenting time matters to effectively identify and respond to risk to children and their protective parents, and
- Improve the accountability of judicial officers, evaluators, mediators, attorneys, and other professionals who deal with custody and parenting time issues in the court context by institutionalizing methods of providing feedback and enhancing community perceptions of respect and procedural fairness in decision-making.

Those affected by this position will be judges, court staff, family court advocates, and the victims of domestic violence seeking court services and protection.

The position is a part of the staff assigned to the Family Law Section, Office of the Trial Court Administrator in the Circuit Court for Multnomah County. The purpose of the Family Law Section is to provide assistance to the public, to circuit court staff, judges, the county's Family Court Services office, other agencies, and the community on the filing and scheduling of matters within the court's domestic relations jurisdiction. This unit is the front line for all family court operations. The caseload is approximately 9,000 new cases each year with thousands more post-judgment enforcement and modification proceedings.

b. Describe the purpose of this position, and how it functions within this program, by completing this statement:

The Court Navigator Position will use specific criteria to identify litigants who have previous or current domestic violence issues and will assist the litigants by referring them to resources and providing information about the court process. This assistance may include: providing information about what to expect at court hearings, explaining case timeframes, identifying case milestones, contacting litigants about future court dates, referring to required classes and or mediation, explaining post judgment procedures, and developing safety plans as needed.

The Navigator will encourage attorney representation and explain how to access free or low cost legal services. If the person wishes to (or must) proceed as self-represented, the Navigator will provide referral information to model forms and materials and some procedural guidance.

### SECTION 3. DESCRIPTION OF DUTIES

List major duties. Note percentage of time duties are performed. If this is an existing position, mark "N" for new duties or "R" for revised duties.

#### % of Time DUTIES

70%	<p>Customer Service:</p> <ul style="list-style-type: none"> <li>• Meet with self-represented litigants to guide them while they select the appropriate process</li> <li>• Make referrals to free/low cost legal services</li> <li>• Identify other issues such as domestic violence, addiction issues, child neglect, etc. as needed for referral to local services</li> <li>• Direct parties to correct courtrooms for court hearings</li> <li>• Telephone contact responding to litigants' questions</li> <li>• Prepare correspondence through email or letter for self-represented litigants</li> <li>• Provide other information and support to litigants, as needed, to seek and secure services and legal relief to protect emotional and physical well-being and that of their children</li> <li>• Assist with training and workshops as needed</li> </ul>
10%	Query the Courts Case management system (Odyssey) and develop screening for litigants who qualify for participation in the program. Collect and maintain data on participants and prepare reports as requested.
5%	Meet weekly as needed with the project coordinator and project lead to ensure that communication is shared and the court remains accountable to articulated grant plans.
2%	Serve as a Committee member on the FECP Management Team. Provide and present information and data as requested by the Management Team. Staff and/or work on other committees as assigned by the project coordinator.
2%	Participate in OVW training and technical assistance events.
5%	Develop and assist in designing self- help sheets, flyers, and brochures for the family law department
1 %	Review the Family Abuse Prevention Act 2010 Court Watch materials and the work currently being done by the OJD Juvenile Court Improvement Coordinator on avoiding re-traumatization.
5%	Perform other duties as assigned.

### SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that are a regular part of this job. Include frequency of exposure to these conditions.

Courthouse setting. There is heavy workload in preparing or collecting, managing, and disbursing information for committee consumption with constant communication to partner agencies, judges and other entities associated with domestic violence cases.

Equipment normally used in this position includes a computer and monitor, telephone, copier, fax, shredder, automatic hole punch and stapler.

There may be frequent contact by telephone and in person with people who are confused, hostile, and/or frustrated, and there may be frequent telephone and in person contact with people from diverse backgrounds.

The position may involve long periods of standing and sitting, and lifting heavy files.

**SECTION 5. GUIDELINES**

List any established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals or desk procedures.

1. Judicial Department Policies and Procedures
2. Local policies and procedures
3. Oregon Revised Statutes
4. Family Law Section Manuals, Protocols, and Memoranda
5. Other court’s procedures
6. OVW Financial Grants Management Guide

**SECTION 6. WORK CONTACTS**

With whom outside of coworkers in this work unit must this position regularly come in contact?

Who Contacted	How	Purpose	How Often
Public	In person, by e-mail, by phone	Provide information and forms	Daily
Attorneys and litigants	In person, by e-mail, by phone	Provide information on court procedure and processes	Daily
Chief Family Court Judge	Email, phone, in person	Information sharing	Twice-Monthly
Family Court Staff in the Courthouse and the Juvenile Justice Center	Email, phone, In person	Information gathering on cases and processes where domestic violence elements are present	Daily
FCEP Management Team Members	Email, phone, In person	Communication and Information on ongoing support of for Self Represented Litigants	Monthly
Family Court Judges	Email, phone, In person	Communication and coordination TBD	Monthly

Victim's advocates , Law enforcement, and other government and non- government agencies,	In person, by e-mail, by phone	Share/access information	Daily
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**SECTION 7. JOB-RELATED DECISION MAKING**

Describe the kinds of decisions likely to be made by this position. Indicate effect of these decisions where possible.

The person in this position must make many decisions on a daily basis regarding requests for assistance from the general public and court staff. The person in this position must have a good understanding of policies and practices of the circuit court (not just Family Law) as well as domestic violence dynamics and tactics. The ability and patience to provide assistance in a safe and neutral manner during communications that may be stressful is important for the litigant's and the community's trust in the court process.

**SECTION 8. REVIEW OF WORK**

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

The work is reviewed by the Court Operations Manager, Court Operations Supervisor. Reviews are done as required by OJD Personnel guidelines. Informal feedback is ongoing.

**SECTION 9. SUPERVISORY DUTIES**

a. How many employees are directly supervised by this position? 0 Through Subordinate Supervisors? 0

b. Which of the following supervisory/management activities does this job perform? None

- Plans Work       Responds to Grievances       Hires/Fires (or Effectively Recommends)
- Assigns Work     Disciplines/Rewards                       Prepares and Signs Performance Appraisals
- Approves Work

**SECTION 10. ADDITIONAL JOB-RELATED INFORMATION**

Any other comments that would add to an understanding of this position:

**SPECIAL REQUIREMENTS:** Background and/or commensurate education in working within a court setting. Has received 40 hours of Domestic Violence Training or has experience in the domestic violence field comparable to such training.

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate in what area, how much (biennially) and type of funds: **N/A**

**SECTION 11. ORGANIZATIONAL CHART**

1. Next level supervisor's class title: Court Operation's Manager 2 – Deputy Trial Court Administrator

- 2 Supervisor's class title: Court Operations Supervisor 2
- 3 Employee's class title: TBD
- 4 Class title of other positions reporting to the employee's supervisor and the number of employee's in each class title: See attached organizational chart.

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Employee Signature

Date

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Appointing Authority Signature

Date

2014-09-16