

May 5, 2023

**JOB VACANCY ANNOUNCEMENT**  
**ADMINISTRATIVE OFFICE OF THE ILLINOIS COURTS**  
**222 N. LaSalle Street, 13<sup>th</sup> Floor**  
**Chicago, IL 60601**

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|--------------------------------|---|
| <b>POSITION:</b>               | Supervising Senior Program Manager, Illinois Court Help   |
| <b>DIVISION:</b>               | Access to Justice Division  |
| <b>BENEFITS:</b>               | An attractive Judicial Branch benefits package is offered, including medical, dental, vision, pension plan, life insurance and deferred compensation. |
| <b>SALARY:</b>                 | Starting at \$90,043; salary at time of hire commensurate with experience   |
| <b>REPORTING RELATIONSHIP:</b> | Deputy Director, Access to Justice Division   |

**PURPOSE**

We share a vision of a community free from bias, systemic unfairness, and oppression, where everyone is treated with dignity and respect. The Supervising Senior Program Manager, Illinois Court Help is a supervisory, professional position responsible for the day-to-day operations of the Illinois Court Help program, including supervising a team of 10 court guides. This program helps ensure fair and full access to Illinois courts for all court users via a technology platform using multiple modes of communication, including a telephone hotline, text messaging, email, and web messaging. Work is performed with considerable independence and with wide latitude for professional judgement under the general supervision of the Deputy Director, Access to Justice Division.

**ESSENTIAL FUNCTIONS**

- Oversees the operations of the Illinois Court Help service and ensures utilization by diverse audiences including judges, court staff, clerks, court patrons, lawyers, and the public.
- Supervises and trains a team of court guides who respond to inquiries from court users and court staff about civil, criminal, and appellate court processes and procedures and provide information, referrals to legal assistance, self-help resources, and court forms.
- Ensures the efficient delivery of services in multiple communication channels including a telephone hotline, text messaging, email, and web messaging.
- Develops and manages a knowledge sharing system for court guides that contains local court information for every Illinois jurisdiction and easy to access answers to commonly asked questions.
- Nurtures and develops relationships with court partners to improve information exchange between court staff, clerks, and Illinois Court Help staff.
- Conducts outreach to court stakeholders and partners to educate them about Illinois Court Help and collaborate to serve court users.
- Expands and evolves the service to include new communication channels and externally facing self-help resources.

- Partners with the Illinois Judicial College to provide educational programs, videos, and material for all members of the Judicial Branch so they can better assist those who use our courts.
- Collaborates with the Illinois Supreme Court's Communications Division to market and promote service.
- Collaborates and learns from other state and national entities who have developed portals, hotlines, and other similar service models to form best practices and resource sharing for Illinois Court Help.
- Develops, implements, and enforces data collection procedures, performs data analysis, and provides regular reports regarding the efficacy of Illinois Court Help.
- Performs other duties as assigned.

## **EXPERIENCE, EDUCATION, AND TRAINING REQUIREMENTS**

A Juris Doctor Degree with two years of supervisory work experience in addition to a strong commitment to working with underserved and marginalized communities, self-represented litigants and limited English proficient litigants is required. Must have prior experience working within the Illinois court system or appearing regularly.

Preference is given to those with at least two years of work experience as a clerk or court administrator or other public setting or being bilingual (particularly in Spanish).

## **SELECTION FACTORS**

### **Knowledge and Skills**

1. Understand the barriers facing self-represented and limited English proficient litigants' ability to participate in the court process, as well as familiarity with the Access to Justice policy issues.
2. Knowledge of the Illinois Supreme Court's Policy on Assistance to Court Patrons by Circuit Clerks, Court Staff, Law Librarians and Court Volunteers.
3. Knowledge of the principles and practices of court management and operations.
4. Skills in program development, implementation, and evaluation.
5. Management and team leadership with performance management experience.
6. Proficiency with Microsoft Office products, including PowerPoint, Excel, Adobe, and Access.
7. Knowledge of the principles and techniques of short-term and long-range project management.
8. Strong written and oral communication skills.
9. Strong organizational and interpersonal skills.
10. Ability to use independent judgment within established practice and procedural guidelines.
11. Ability to collect data and prepare statistical and informational reports.

12. Ability to coordinate with councils, committees, state agencies, and other organizations.
13. Must possess a valid Illinois driver's license and demonstrate proof of automobile insurance to operate a personal vehicle on state business, as well as maintain a safe driving record if travel within Illinois is possible or necessary.

**Physical Requirements**

1. Ability to sit for extended time periods.
2. Professional office working environment requiring telephone usage and ability to process written documents.
3. Currently, this is a remote position. Candidates must have their own appropriate workspace and reliable internet access. The position will be provided necessary computer equipment for work duties. Candidates must be able to report to the Chicago or Springfield office with notice.
4. Travel within Illinois may be required if safe to do and beneficial for information gathering.

**Interested persons should submit - via email - a letter of interest, resume, and completed [Judicial Branch Employment Application](#) to:**

[courtempoyment@IllinoisCourts.gov](mailto:courtempoyment@IllinoisCourts.gov)

This position will remain open until filled. However, those persons submitting materials by Friday, May 26, 2023 will be given first consideration.

**EQUAL OPPORTUNITY EMPLOYER**