



Washington Courts Employment Opportunity

Administrative Office of the Courts

GUARDIAN GRIEVANCE INVESTIGATOR

(Senior Court Program Analyst)

[>Click Here for Further Information<](#)

Employment Status: **Regular, Full-Time**

Location: **Olympia, Washington**

Salary: **Range 64: \$5,203 — \$6,826 mo. (DOQ)**

Opens: **October 31, 2018**

Closes: **November 16, 2018 at 5:00 p.m.**

POSITION PROFILE

Reporting to the Office of Guardianship and Elder Services in the Courts Manager, this is a senior professional level job that works with minimal supervision and applies independent judgment and decision making on complex, and highly technical, investigations.

Implement the authority granted by GR 23 to the Certified Professional Guardianship Board for investigations of grievances regarding certified guardians. Investigate, analyze and review application information for those that wish to become certified guardians, results of which are sent to the Certified Professional Guardian Board to review.

- Coordinates activities by scheduling work assignments, setting priorities, and may direct and supervise the work of volunteers and/or externs.
- Maintains liaison with public agencies, private agencies, and governmental entities.
- Serves as a resource person to staff, courts, boards, and commissions.
- Plans, implements, produces findings and recommendations regarding guardian investigations. Investigations involve highly sensitive and technical analyses of physical and verbal evidence. Investigative results and recommendations are presented to the Certified Professional Guardianship Board (CPGB) for concurrence. Work with Assistant Attorneys General (AAG) regarding court documents, evidence and investigatory processes.
- Prepares reports, attends conferences and individual meetings, gives testimony, and makes public appearances as necessary.
- Develops trainings and educational resources. Provide training to courts, guardian associations, DSHS protective services and others. Provides testimony to the CPGB, legislature, and other stakeholders. Organizes and execute comprehensive investigations

of certified guardians in response to grievances. Demonstrate ability to analyze, interpret and apply relevant standards of practice and statutes. Completes research, assessments, and provides recommendations to the CPGB, AOC, and/or stakeholders.

- Analyzes and evaluates proposed legislation and its probable impact upon project and program goals; prepares briefs on proposed legislation.
- Prepares referrals to administrative and law enforcement agencies; interviews witnesses; reviews documentary healthcare, legal, financial and other records related to guardianship cases.
- Testifies in administrative and civil actions.
- Performs analysis of complaints or allegations to identify the issues and evidence pertinent to each case.
- Determines the scope, timing and direction of investigations in conjunction with other staff of the AOC.
- Gathers information through interview(s), observation, and analysis of records to establish facts or obtain evidence.
- Provides information, assessment, consultation, support and recommendations to AOC, courts, associations and boards and commissions regarding guardianship investigations, best practices, and other activities within major operational areas (i.e., meeting coordination and facilitation, contract compliance, performance management, grievance process delivery, etc.) to achieve consistent, efficient, and effective operations and resolution of grievances.
- Recognizes the need for prompt reporting of critical information to other offices and agencies as the exigencies of any given complaint under investigation may require.
- Presents findings in clear, logical, impartial, and properly documented reports to establish evidence sufficient for use in court or administrative proceedings.
- Performs other duties as assigned.

*Detailed information (scope of responsibility, essential activities, and key competencies, etc.) can be found by viewing the **Job Description** attached to this Announcement. Or at www.courts.wa.gov/employ, under Current Openings, click on Washington Courts and the Announcement.*

QUALIFICATIONS AND CREDENTIALS

A Bachelor's degree in court administration, public administration, political science, business administration or closely allied field **AND:**

Five years of progressively responsible experience in court administration and/or program development, to include one year or more in a supervisory or lead role and/or managing or directing groups or teams.

Demonstration of relevant experience may substitute for education requirement.

Avoiding actual and potential conflicts and an appearance of conflicts of interests is essential to promoting integrity in the investigative process and maintaining public trust and confidence, thus before any offer of employment is made for this position, the candidate will be required to complete and submit a conflict of interest form.

PREFERRED / DESIRED QUALIFICATIONS

- Experience working with individuals with intellectual disabilities, persons with dementia, and persons with mental illness.
- Candidates with backgrounds in Elder Law, elder services, and/or disability law and services.
- Experience in legal investigative work and/or program development, and/or analysis and evaluation of law or policy including one (1) year in meeting facilitation.
- A Juris Doctor or Master's degree.

ADDITIONAL INFORMATION

- ◆ Workweek may fluctuate depending on workload or agency need.
- ◆ Overnight travel may be required based on business need.
- ◆ This position is not covered under the Fair Labor Standards Act (FLSA).

HOW TO APPLY / REQUIREMENTS

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to apply for this opportunity. The following will all be considered in determining whether applicants move to the next phase of the screening process. The information you provide, the quality and completeness of the application, and **the ability to follow stated application instructions.**

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed. **"See resume"** is not acceptable.

- ✓ **Cover Letter** (no more than two pages)
- ✓ **Resume** (chronological)
- ✓ **Application for Employment**

The Application for Employment can be found at www.courts.wa.gov/employ, under Current Openings, click on Washington Courts, the Application is located at the bottom of the page.

All application materials must be received by 5:00 p.m. on the closing date of this posting. It is preferred applications be emailed to employment@courts.wa.gov. You can also mail your materials to Administrative Office of the Courts, Attn: Human Resources, PO Box 41170, Olympia, WA 98504-1170. Faxed copies can be sent to 360-586-4409. Late applications will not be accepted.

The AOC is an equal opportunity employer and does not discriminate on the basis of gender, pregnancy, race, color, national origin, ancestry, religion, creed, physical, mental or sensory disability (actual or perceived), use of a service animal, marital status, sexual orientation, gender identity or expression, veteran or military status, age, HIV or Hepatitis C status, or any other basis protected by federal or state law. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143, or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts (AOC) are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

MORE INFORMATION

See www.courts.wa.gov/employ for more information about Washington Courts, Compensation and Benefits.



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