

Idaho Courts
Position Description

Position Title:	Statewide Language Access Manager
Effective Date:	March 2017
Salary/Range:	Grade 16/\$55,600 - \$69,500
FLSA Status:	Exempt – Administrative
EEO Job Category:	Professional

General Position Summary:

The Statewide Language Access Manager is responsible for the statewide coordination of language access services throughout the Idaho courts. Administrative responsibilities include staffing the Court's standing committee on language access, managing the court interpreter training and testing program, assisting counties with the coordination of services, and carrying out the requirements of the statewide language access plan. This position is also responsible for providing in-person and remote interpretation and translation services to courts statewide. The Statewide Language Access Manager will work under the general direction of the Director of the Court Management Division.

Major Duties and Responsibilities: (The examples provided do not cover all of the duties which the incumbent of this position may be required to perform.)

- Manages the day-to-day operations of the Court's language access services, including the management of the court interpreter training and certification program;
- Regularly interprets and translates in person and remotely in courts across the state;
- Serves as staff to the Court's standing committee on language access in the courts;
- Initiates, promotes and maintain systems, statistical data, and other information;
- Evaluates and recommends changes to policies, procedures and laws governing interpreting services for the Idaho courts;
- Implements statewide and policies and procedures affecting interpreters, professional standards for interpreters, educational requirements for interpreters, and interpretation delivery models;
- Develops policies regarding the translation of statewide forms;
- Identifies best practices and recommends public policy for serving Limited English Proficiency (LEP) individuals accessing court services;
- Partners with nonprofit and governmental entities in identifying and resolving access issues;
- Represents the Idaho courts on state and national committees, workgroups, and task forces related to language access and interpreter services;
- Provides information on Idaho policies and procedures and advocates for priorities with external workgroups;
- Works to identify trends and emerging policy issues, develops goals, performance measures, and outcomes, and works to improve the delivery of court policies and programs;
- Researches and applies for applicable grants for resolution of access issues and continuing education opportunities for interpreters and judges and court staff;
- Expands the availability of interpreter services statewide through interpreter certification and registration and renewal programs, recruitment, retention of interpreters, and new programs;
- Serves as faculty for interpreter training programs, judicial and non-judicial education programs, and makes formal and informal presentations on language access services;
- Works with judges and court personnel to manage and direct the work of court interpreters;

- Works closely with counties to coordinate services, including management of the Court Management Division's interpreter services budget;
- Participates in recruiting, selecting and evaluating interpreter qualifications;
- Maintains Court rosters of freelance interpreters for all languages;
- Provides language access services, including interpreting and translating;
- Maintains professional certification and meets continuing education requirements, adheres to professional code of ethics;
- Maintains a statewide Language Access Plan for the Idaho courts;
- Provides for the collection and evaluation of statistics on a statewide basis in order to provide high quality interpreting services in the most cost effective manner;
- Ensures that laws and policies related to interpreters are implemented and followed statewide.

Minimum Qualifications:

Education and Experience

- Bachelor's degree in public administration, social sciences, language, or related field;
- A minimum of five (5) years professional experience coordinating or managing programs;
- Federal or state court interpreter certification in the Spanish language is required;
- Translation certification preferred.

Knowledge, Skills, and Abilities

- Knowledge of technologies which assist in providing language access services;
- Knowledge and understanding of the Canons of Professional Ethics for Interpreters in the Judiciary;
- Knowledge of the Idaho Court system preferred;
- Skill in active listening;
- Skill in working with all individuals in a respectful and professional manner;
- Ability to communicate effectively verbally and in writing;
- Ability to work effectively with diverse groups of people and individuals;
- Ability to work independently with minimal direction;
- Ability to work on multiple projects and organize and prioritize work to meet deadline;
- Ability to work with and develop consensus solutions with various stakeholders;
- Ability to establish and maintain effective and cooperative working relationships with court personnel, judges, other justice agency partners, and the general public;
- Ability to exercise sound professional judgment and makes independent decisions;
- Ability to travel throughout the State of Idaho.

The Idaho Courts reserve the right to consider an equivalent combination of education, training, and/or experience necessary in determining whether an application is capable of performing the assigned duties and fulfilling the assigned responsibilities of this position.

Application Instructions

If interested in being considered for this position, please complete the employment application and submit it, along with your cover letter and résumé to hr@idcourts.net or to the Human Resources Office, Idaho Supreme Court, P. O. Box 83720, Boise, ID 83720-0101. Application materials must be received **by Wednesday, April 12th, 2017 at 5:00 pm, MDT.**

The State of Idaho is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify Human Resources.