

IDENTIFICATION

| Department | Position Title | |
|--------------------|----------------------------|--------------------|
| 82-JUSTICE | MANAGER, TERRITORIAL COURT | |
| Position Number(s) | Community(s) | Division/Region(s) |
| 00006643 | Yellowknife | HQ |

PURPOSE OF THE POSITION

Manages registry services and courtroom support services for all matters in the Territorial Court. Ensures accuracy, continuity and uniformity of service to all users; manages and develops staff and oversees staff training; develops and revises Territorial Court registry policies and procedures and liaises with users to clarify complex issues and obtain and disperse information.

SCOPE

- Supervises staff of six; •
- Holds a statutory appointment as Deputy Clerk of the Territorial Court; •
- May hold appointments as:
 - Justice of the Peace; •
 - Notary Public •
- Answers complex inquiries on documents for the Territorial Court; •
- Resolves the more complex interpreting of court policies, procedures, Rules of Court and legislation for members of the legal community, general public and other clients; •
- Examines, returns or accepts complex or uncommon documents for filing and/or issuing on behalf of the Territorial Court in order to determine compliance with legislative requirements (e.g. Rules of the Territorial Court, numerous (approximately 25) territorial and federal Acts, Court policies and procedures) so that the documents can form part of the official file within strict time constraints; •
- Thorough understanding of the legal implications/ramifications of issuing and/or filing the documents in compliance with legislative requirements and within specified timeframes in order to avoid potential lawsuits against the Courts, Court personnel or the GNWT and the inherent financial and possible human implications; •
- Performs statutory functions with no direct supervision; •
- Must conduct oneself at all times (including outside office hours) in a manner that will not cause the administration of justice to be or be seen to be in disrepute; •
- Must at all times ensure that the independence of the judiciary is upheld; •
- Regular contact with public, legal community, judiciary and other clients to provide and receive information; •

- Approximately 2,500 civil cases commenced annually;
- Approximately \$500,000 in fees and 1 million in trust monies processed annually;

RESPONSIBILITIES

1. Develops and Implements the Territorial Court Registry Human Resources Strategy:

- Participates in staffing decisions and ensures Territorial Court registry staff are trained in their duties and responsibilities;
- Identifies staff training and development needs;
- Develops comprehensive training plans and materials for staff;
- Works with staff to implement and review Staff Action Plans on a regular basis to ensure that training and development requirements are assessed, addressed and met;
- Ensures staff is adequately trained in their position and in the use of justice computer programs;
- Ensures staff is assigned and scheduled for counter, court and circuit duties;
- Delegates workload by assigning tasks and priorities and monitoring progress;
- Develops individual performance goals and objectives, and prepares and reviews performance reviews;
- Verifies invoices and cheque requisitions, exercises spending authority and confirms court expenditures.

2. Provides Planning Support:

- Provides input in the preparation of budgets and financial activity;
- Assists with reviewing monthly financial expenditures reports for the courts, identifying unusual items and advising of expected expenditures and following up as required;
- Takes the lead role in developing, implementing, maintaining and revising Territorial Court registry directives, policies, procedures and manuals;
- Consults and makes recommendations regarding major practice or procedural changes;
- Keeps Territorial Court registry staff informed on changes to the various federal and provincial acts, statutes and rules and ensures appropriate policies/procedures are updated;
- Compiles statistics as and when requested;
- Identifies opportunities for revenue enhancement and recommends changes or improvements to court user fees, equipment, and technical improvements.

3. Registry and Courtroom Support:

- Exercises statutory authority in accepting and processing court documents in matters that are unusual, complex, for which there is no precedent or which involve a question as to appropriateness of the actions taken by staff;
- Assists staff with complex inquiries and searches from the legal profession, law enforcement agencies, other government agencies and the general public;
- Ensures staff examines legal documents (e.g. motions, applications, briefs) received from a Court or brought to counter for compliance with Rules of Court, legislation, Clerk's or Judge's directives or direction or notes on a specific file. Provides direction to staff on how to identify omissions or errors on documents and determine corrective measures necessary before accepting documents;
- On occasion, issues/signs and files legal documents such as court orders, subpoenas, warrants, convictions, judgments, acquittals, etc. in compliance with Rules of Court, legislation, policies and procedures;
- Ensures staff balance cash boxes, consisting of fine monies and trust monies, at the end of each day in accordance with generally accepted accounting principles and legislation.
- On occasion, provides support to the judiciary in the courtroom by acting as Court Officer;
- On occasion attends in Chambers and keeps minutes and records of all proceedings;

- Occasionally, performs work required to prepare for and follow-up on specific court sittings;
- Occasionally prepares court documentation (warrants, complex orders, judgments, etc) arising from court hearings, ensures documents accurately reflect what was ordered by the court;
- Maintains an efficient bring-forward system to ensure that all directions from the Judiciary regarding the filing of documents or other materials are complied with in a timely fashion;
- Answers FACTS application questions from staff and ensures case data information is accurately entered in FACTS.
- Ensures appropriate circuit arrangements are made through liaison with the judiciary, other key Court stakeholders and contractors such as interpreters, airlines, etc...

KNOWLEDGE, SKILLS AND ABILITIES

- Must have a thorough understanding and knowledge of court policies, procedures, Rules of Court and federal and territorial statutes/legislation that govern court actions in order to guide staff and perform statutory duties such as reviewing, opening and filing documents, answering court inquiries, providing support to judiciary in courtroom and following through with court decisions/judgements/indictments;
- Ability to effectively manage staff by demonstrating supervisory, operational and human resource skills consistent with the budget and number of employees, in order to motivate and guide staff to work effectively and efficiently;
- Ability to communicate effectively with the judiciary, the legal community, public, court staff within and outside the NT, enforcement and government agencies, etc., to persuade, disperse and receive information when drafting policy, training, or completing counter and courtroom work;
- Must be detailed orientated, organized, and possess careful time management skills particularly when balancing priorities, adhering to various acts, procedures, budgets, time constraints and judicial direction;
- Ability to creatively problem solve when solutions are not well defined while continuing to be diplomatic and professional in responding to the demands and needs of the judiciary and the public;
- Ability to deal with difficult people in a multi-faceted and stressful environment with tact and discretion, and in a clear, concise manner;
- Good judgment and initiative are required when developing training plans and procedures, implementing change and making difficult decisions under the pressure of time constraints and public scrutiny;
- Ability to write well and accurately record information both on files and in the courtroom. Must be capable of producing thorough documentation and correspondence, whereby ensuring appropriate action is implemented and preventing heavy financial implications and human suffering;
- Ability to interpret Rules of Court and other legislation and analyse information to ensure appropriate completion of forms/files and action taken in court whereby avoiding mistakes which could result in incorrect judgments, wrongful incarcerations or retrials which have heavy human and financial implications;
- Proficient computer skills in order to train others to operate in a computerized environment and apply accurate keyboarding skills;
- Self-motivated, able to work independently in a fast paced multi-tasked environment that requires policies, procedures and protocol to be adhered to under strict time constraints;
- Knowledge of and the ability to communicate in a cross-cultural environment;
- Ability to understand and follow the principles of court conduct and decorum;
- Thorough understanding of the role of an officer of the court and the independence of the judiciary is required to perform statutory duties and in the day-to-day interaction with the judiciary and department.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

Paralegal, criminology or related degree with a minimum of 3 years of experience in the legal or justice environment with a significant amount of time spent applying/interpreting legislation and dealing with the public. Comprehensive knowledge of courtroom and registry services and a minimum of one year supervisory experience dealing with human resource and financial issues;

or

Paralegal, criminology or related diploma with a minimum of 5 years of experience in the legal or justice environment with a significant amount of time spent applying/interpreting legislation and dealing with the public. Comprehensive knowledge of courtroom and registry services and a minimum of one-year supervisory experience dealing with human resource and financial issues;

or

Several years of experience in the legal or justice environment with a significant amount of time spent applying/interpreting legislation, and dealing with the public. Comprehensive knowledge of courtroom and registry services and a minimum of one year of supervisory experience dealing with human resource and financial issues.

WORKING CONDITIONS

| Physical Demands | Frequency | Duration | Intensity |
|--|------------------|-----------------|------------------|
| Handling large volumes of paper. | Daily | All Day | High |
| Required to stand at counter for extended periods. | Daily | Up to 3 hours | Moderate |
| Required to sit for extended periods in court | Occasionally | Up to 4 hours | Low |
| Lifting and carrying court exhibits to and from Court. (May include: chemicals, machinery etc.). | Occasionally | Brief | Moderate |
| Lifting and carrying heavy files to and from file room and basement. | Daily | Brief | Moderate |

| Environmental Conditions | Frequency | Duration | Intensity |
|---|------------------|-----------------|------------------|
| As typically associated with an office environment. | N/A | N/A | N/A |

| Sensory Demands | Frequency | Duration | Intensity |
|---|--------------------|------------------|------------------|
| Must sit still for extended periods at the front of the courtroom, while remaining alert to the proceedings and the needs of the judiciary. | Occasionally | 1-5 hours a day. | Moderate |
| Extended use of a computer for data entry. | 15-20 days a month | Up to 6 hrs | Moderate |

| Mental Demands | Frequency | Duration | Intensity |
|--|------------------|-----------------|------------------|
| Dealing with people under stress who do not understand the judicial system and become hostile and abusive or continually have last minute deadlines for filing documents. Verbal abuse is not uncommon and physical threats are not unknown. | Daily | Varies | Moderate to high |
| Alleged facts and graphic exhibits entered in court may have an effect on personal and social life. | Occasionally | Varies | Low to moderate |
| Constant awareness of unpredictability of responses and possible threats from clients while in court. | Daily | Varies | Moderate to high |
| May have to work extended hours as dictated by the court schedule with little or no advance notice. | Occasionally | Varies | Low to moderate |
| Post court documentation is often prepared under time constraints, and after normal working hours. | Occasionally | 1-2 hours | Moderate to high |