



Department of Employee Relations

Cavalier Johnson
Mayor

Jackie Q. Carter
Director

Molly King
Employee Benefits Director

Nicole M. Fleck
Labor Negotiator

Job Evaluation Report

City Service Commission Meeting: July 21, 2026

Municipal Court – Court Alternative Services

Current	Recommended
Court Social Worker Coordinator PR 2JX (\$66,154 - \$95,390) FN: Recruitment rate is \$84,176. (One Position)	Court Alternative Services Coordinator PR 2JX (\$66,154 - \$95,390) FN: Recruitment rate is \$84,176. (One Position)

Note: Residents receive a 4% Resident Incentive Allowance.

The Municipal Court has requested the retitle of Court Social Worker Coordinator position within the Court Alternative Services Division. A job description was provided and discussions were held with Tea Norfolk, Chief Court Administrator, and Charles Hughes, Deputy Court Administrator.

Background

In the 2026 Budget the Municipal Court is bringing Court Alternative Services in-house. The Court's Alternative Services (CAS) program started in 1983. Since the inception of this program, these services were contracted out to a vendor that provided referral services to defendants and oversaw the administration of the CAS program. The Municipal Court provided additional details as it relates to the duties and responsibilities of the position of Court Social Worker Coordinator. As a result of this information DER Compensation Staff has determined retitling this position is necessary.

This change has been initiated because it was identified that the duties and responsibilities (as currently listed) do not warrant a social worker license/certificate and the department in collaboration with DER agreed that the minimum requirement should be removed. In removing that requirement, a position can't hold the term "Social Worker" in the title unless the candidate is licensed. With this requirement removed the department opted to change the title to "Court Alternative Services Coordinator".

Duties and Responsibilities

The Court Alternative Services Coordinator is the lead worker for the Court Alternative Services (CAS) program. This position will work independently with special assignments and task being outlined by the Chief Court Administrator, Deputy Court Administrator, and any of the Municipal Judges. The incumbent of this position supports the development, execution, and continued success of the CAS program through program oversight, data tracking, and human services best practices. This position also works with defendants (including juveniles), community partners, and other organizations on diversion initiatives related to: mental health, Alcohol and Other Drug Abuse (AODA) program, employability, housing, etc. The Court Alternative Services Coordinator thrives to further the Courts mission, address recidivism, and support positive program participant outcomes. Duties and responsibilities include:

60% Program Management Support:

- Review and/or approve/deny defendant referrals (including juveniles) to the CAS program from the Court Case Workers, Municipal Judges, and/or various partners such as: MPD, MCSO, MUPD, community-based programs and treatment providers, the Department of Corrections (DOC), and attorneys (either city attorneys or private attorneys).
- Support the development, integration, and monitoring of program goals, objectives and outcomes in tandem with the Deputy Court Administrator.
- Assess, identify, and support the implementation and recommendation of appropriate financial alternatives for individuals enrolled in the CAS program to all Municipal Judges.
- Evaluate staff work performance, provide mentoring, and assist the Deputy Court Administrator with completing annual performance appraisals.
- Oversee the treatment referral process (through NEEDS assessments) for all service options for defendants such as, but not limited to: mental health, AODA, community service, etc.
- Act as a liaison between the defendant and the service provider/community service organization (CSO) site to help address issues as they arise.
- Collaborate with Court managers and leadership to regularly assess the program and make recommendations and improvements where necessary.
- Periodically appear in the various municipal courtroom proceedings in the absence of caseworkers assigned to particular defendant.
- Balance the defendant workload amongst the various caseworkers based on the needs of the department.
- Provide leadership, support and training for CAS staff and support the Deputy Court Administrator in addressing CAS staff personnel issues.

20% Community Linkage and Advocacy:

- Assign caseworkers to attend program meetings, community meetings/events, and/or participate in on-going community advocacy initiatives to further the Courts mission as needed.
- Serve as a liaison in the absence of the Municipal Judges, Chief Court Administrator, and/or Deputy Court Administrator at various community events, special sessions, or other engagements where the Municipal Court presence is requested.
- Strengthen partnerships with various organizations to support and grow the CAS program based on evolving needs of the community.
- Assess the needs of the community and defendants to provide input into CAS program changes/updates where needed.
- Develop relationships between the Municipal Court and the community to enhance partnerships for the CAS program.
- Provide periodic updates to Court leadership on community advocacy outcomes.
- Monitor, review, and ensure the list of the various service providers and community partners of the Municipal Court is updated and accurate.

10% Reporting and Record Keeping:

- Support the creation, monitoring, and continued updating of a recordkeeping system for defendants in the CAS program.
- Assist leadership with the tracking of various data metrics regarding the utilization of the program, defendant outcomes, and success rates.
- Provide regular reports to the Deputy Court Administrator and Chief Court Administrator on program participation and outcomes.

- Support the response to any open records request by providing data and giving detailed feedback as the subject matter expert (SME) for the CAS program.
- Keep case balancing data for all of the CAS staff.

10% Peripheral Duties:

- Respond to inquiries from the Municipal Judges regarding the CAS program and provide guidance on best practices, current trends, etc. in regards to court alternatives and community needs.
- Present quarterly reports to the Chief Court Administrator, Deputy Court Administrator, and possibly the Municipal Judges in regards to participation and usage in the CAS program.
- Attend various meetings such as: the Community Justice Council (CJC), Common Council Finance and Personnel Committee, and Common Council Judicial and Legislative Committee when needed.
- Other duties as assigned.

Minimum qualifications include a Bachelor's Degree in Human Services from an accredited college or university and 4 years of professional human services experience related to the essential functions of this position. Must be able to pass a Federal Bureau of Investigation (FBI) Criminal Justice Information Services Division (CJIS) background investigation and clearance check and maintain throughout employment. At least 1 year of experience presenting information in a courtroom setting is preferred. Equivalent combinations of education and experience will be considered.

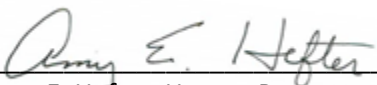
Recommendation

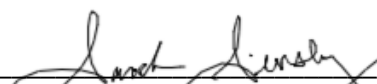
This report recommends the following title change:

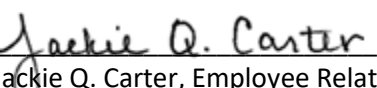
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Action Required – Effective Pay Period 17, 2026 (August 2, 2026)

* Please see submitted addendum to CCFN for Salary and Position Ordinance changes.

Prepared by: 
Amy E. Hefter, Human Resources Representative

Reviewed by: 
Sarah Sinsky, Compensation Supervisor

Reviewed by: 
Jackie Q. Carter, Employee Relations Director