Office of the Child's Representative
Performance Analyst

Job Location:	Denver, Colorado
Salary Range:	$5,310 - $6,330 per month
Employment Type:	Full-Time (40 hours/week); benefits and PERA eligible
Apply By:	2/5/2023 (by 11:59 p.m. Mountain Time)

OCR MISSION

The Office of the Child's Representative (OCR)'s mission is to give children and youth a voice in Colorado legal proceedings through high-quality legal representation that protects and promotes their safety, interests, and rights.

OCR VISION

Justice, opportunity, and healthy families for all court-involved children and youth.

OCR VALUES

- **Accountability**: Colorado's children, attorneys, families, and communities can count on OCR to ensure that each decision we make and action we take advances our mission in a fair, equitable, inclusive, and transparent manner.
- **Efficiency**: OCR strives to accomplish its mission and conserve resources by streamlining efforts, adhering to deadlines, resolving conflict constructively, and honoring well-defined projects, processes, and roles. We balance our drive to achieve with thoughtful planning and implementation.
- **Empowerment**: OCR cultivates an environment of respect, honesty, and equity. We value the diverse experiences and expertise of the children we serve, our attorneys, and our staff. We invest time to reflect and connect, focus on strengths, value feedback, and recognize success. We stand for justice and support each other in our mission to empower children.

GENERAL STATEMENT OF DUTIES

OCR is an independent agency within the State of Colorado Judicial Branch that supports and oversees approximately 275 attorney guardians *ad litem* (GAL), child's legal representatives (CLR), counsel for youth, and their case consultants and staff throughout the state. These professionals comprise legal teams for Colorado's children involved in the court system because they have been abused and neglected, impacted by high conflict parenting time disputes, or charged with delinquent acts and without a parent able to provide relevant information to the court or protect their best interests during the proceedings.

The **Performance Analyst** is a member of the four-person Information Systems Team which is responsible for the agency's resources that gather, process, store, and disseminate data and information (e.g., efficient software, technology, workflows, visualizations, and digital communication). The **Performance Analyst** has both *quality assurance* responsibilities and a role in guiding *user experience*: this role supports OCR's oversight of attorney services by collecting, verifying, and reporting on data while also supporting OCR's core values by streamlining staff and contractor work, providing hands-on help to use OCR's technology successfully, and improving the *accessibility* and *usability* of OCR's contractor resources. This is a full-time, non-classified position that is exempt from overtime under the Federal Labor Standards Act, serving at the pleasure of the OCR's Executive Director. All prospective employees of the Colorado Judicial Branch are subject to background investigation prior to hiring.

ESSENTIAL FUNCTIONS OF THE POSITION

This position requires strong strategic thinking, active listening/learning, intuitive organization, clear and logical communication, and mission-driven collaboration. This position also requires strong technical skills

including experience leveraging efficient technology such as the design/layout features of popular software including the Office suite, Mailchimp, and WordPress as well as spreadsheet sorting, filtering, and formulas. Please note that this is *not* a position centered on graphic design or digital marketing; though those play a role, the primary focus is on user-friendly, consistent information collection and dissemination. Specific responsibilities include, but are not limited to:

Improve the consistency, breadth, and depth of information available about OCR attorneys and case consultants.
- Administer and document periodic reports, verifications, reconciliations, and other data integrity and compliance activities according to OCR procedures. Diligently track and follow up for responses to requests.
- Support projects by producing and managing organized, user-friendly, accurate information repositories including spreadsheets, worksheets, and workbooks. Add to or compile their information into ad-hoc or periodic reports.
- Collect information, such as by conducting structured interviews with case references or completing court observations.

Information Systems Quality Assurance: Support accuracy, data integrity, and process/oversight efficiencies.
- Supportively help staff and contractors understand information systems to promote successful use. Respond to and evaluate their questions, feedback, and results to identify and recommend process improvements and ensure data integrity.
- Compile and verify information and summaries to inform staff of needs, trends, outliers, and concerns among contractors, judicial districts, etc.
- Foster institutional memory and cross-training. Keep diligent records of completed processes. Establish and update standard operating procedures.

Workflow Support: Promote successful user experience and minimize administrative time required by staff and contractors.
- Provide CARES (online case management and billing system) end-user support to contractors and staff by building expertise in the CARES Help Center and user interface. Recommend feasible contractor-focused enhancements to the user experience of the application and Help Center.
- Facilitate an efficient workflow for OCR complaint investigations by entering complaint intake information and filing paperwork; routing complaints to assigned staff attorneys; managing a scheduling system for staff attorney investigative follow up; reporting aggregate trends; and offering assistance and solutions to emergent workflow problems.
- Maximize time for substantive work and promote information integrity by streamlining routine tasks and communication, supportively explaining requirements to various audiences, providing individualized troubleshooting, and making recommendations to resolve workflow pain points.

Information Systems Accessibility: Promote consistent, streamlined messaging consistent with and tailored to the mission and values of OCR. Design solutions that other staff at various levels of proficiency may leverage and reuse.
- Apply consistent OCR branding and accessible formatting to MailChimp newsletters, "Training Tuesdays" bulletins, website updates, and other presentations, reports, and communications as requested. Receive and/or contribute content in collaboration with project managers; maximize *findability* with content consolidation, intuitive organization, and visualizations; and maximize *usability* with audience-appropriate tech (appropriate file size, clickable content, print-friendly backgrounds, short URLs if for print, permalinks instead of docs that may expire, etc.).
- Extend return on investment by creating and sharing templates, how-to guides, and other resources for staff to reproduce successful innovations.

- Lead efforts to memorialize and streamline the agency's application of ADA accessibility best practices (with training and support from OCR's ADA contract consultants).
- Distill user stories to rationalize when design investments are necessary and sufficient. Analyze, recommend, and guide improvements based on past performance, reports of open/click rate, and other verifiable metrics.

QUALIFICIATIONS

Applicants must have graduated from an accredited college or university with a bachelor's degree and have coursework, experience, or formal training in statistical or other analysis, office systems, methods and procedures, work measurement, forms design, program planning or other related fields. **Experience, coursework, or familiarity with *quality assurance* and/or *user experience* is preferred.** The ideal Performance Analyst values teamwork, helping others, personal responsibility, taking initiative, and being diligent, attuned to detail, and able to prioritize effectively. Demonstrated intuitive organizational skills and strategic thinking are essential. The successful candidate will have experience supporting multiple staff and working in a fast-paced, fluid environment and will have clear writing and communication skills allowing them to support others who are not proficient in but need to use information systems.

WORK ENVIRONMENT

This position will likely begin 90-100% remotely (working from home) with an eventual transition to either a full-time or hybrid return to the office. OCR is willing to consider applicants outside the Denver metro area as long as they reside in Colorado, are able to effectively perform their job responsibilities from their remote work environment, and will make themselves available for metro area in-person meetings and other events as required by OCR.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position occasionally handles emergency or crisis situations and may be frequently subject to interruptions, multiple calls and inquiries. The noise level in the shared office environment is usually moderate.

OTHER DUTIES/TRAVEL

The OCR is a small office that must adapt to changing needs quickly, and special projects or duties outside the primary scope of the position may be assigned by the supervisor or Executive Director. The Performance Analyst duties require minimal travel outside the Front Range. The estimated amount of work time related to travel outside of the Front Range for this position is less than 5 percent (e.g., attendance at OCR's conferences).

HOW TO APPLY

Complete the online application form at https://fs30.formsite.com/COCR/PerformanceAnalyst2023/index.html no later than 11:59pm on February 5, 2023 (Mountain Time). You must advance to the last page of the online form and click "Submit Application" before the deadline. You will receive confirmation and a copy of your application at the email address you provide on the form. This form requires you to upload **a PDF resume and cover letter**. The form will also prompt you to answer a few brief questions. Selected applicants will be contacted to schedule an interview.

Applications cannot be considered that are late or contain uploaded documents that are not what was requested, are illegible, incomplete, emailed or mailed outside of the electronic form (above link), or uploaded in a file format OCR cannot open or read.