

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
CLIENT SERVICES COORDINATOR

I. INTRODUCTION

A. Purpose of this Classification Specification

This classification specification is the basic authority [under Wis. Admin. Code ER 2.04] for making classification decisions relative to a management position located within the Office of the State Public Defender. This classification specification defines the single position responsible for directing the Client Services Program and coordinating the services provided by Client Services Specialists in the Office of the State Public Defender. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities that currently exist, or those that result from changing program emphasis in the future.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses a single position located in the Office of the State Public Defender which is responsible for the development and management of the Client Services Program including on-going coordination of the program and the professional direction of client services staff. The position provides professional support for all appellate or trial attorneys in developing client services aspects of their cases; training and consultation on complex cases and projects; and training and mentoring of social work interns.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that meet the statutory definition of management or supervisor as defined in ss. 111.81(13) and (19) Wis. Stats.
2. Positions not located at the Office of the State Public Defender.
3. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter the position within this classification by competition.

II. DEFINITION

Under the administrative direction of the Deputy State Public Defender this position is responsible for the development and management of the Client Services Program for the Office of the State Public Defender, including on-going coordination of the Client Services Program and the professional direction of client services staff. Under the general supervision of the Madison Trial First Assistant, this position provides professional support for all appellate or trial attorneys in developing client services aspects of their cases and provides training and consultation on complex cases and projects to client services specialists, attorneys, interns, management, and others. Responsibilities include the direction of the client services program, coordination and consultation to Client Services Specialists, training and mentoring of social work interns, provision of services to clients that includes the development of various aspects of the client's case, and other related duties.

III. QUALIFICATIONS

The qualifications required for this position will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective August 7, 1994 and announced in Bulletin CC/SC-25 as a result of the nonrepresented Professional Social Services-Related personnel Management Survey. The classification was modified effective September 13, 2009, and announced in Bulletin OSER-0250-CLR/SC to update the duties of the position and add the coordination of the student internship program (social work students) and requirement for a master's degree in social work. The classification was modified effective March 14, 2010, and announced in bulletin OSER-0266-CLR/SC to remove the requirement for a degree in social work since the Department of Regulation and Licensing does not require a degree if the classification does not have Social Work in the title.

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