

Training Schedule for New Hires Criminal Division Counter Section

1st day:

Orientation Day

HR

HR processes personnel paperwork

Observation Criminal Court from the audience's pov

Tour of Court house

Review Fairfax County General District Court Employee Handbook:

- VSDP
- Leave requests
- Need to call supervisor within 15m of start time if delayed or absent
- Evaluation Process: Staff Performance Elements; Observation Reports during training process; three and six month eval
- Ethical standards
- Standards of conduct
- Personal phone calls
- Dress Code
- Grievance process
- Disciplinary Process

Afternoon: Training with JM

Intro to VA Summons

Offense Laws

Day two: Computer Training with Celine

Coordinate with JM— Within the first two weeks of employment

- Basic Case Management CD-Rom
- Overview of the Divisions, Other Agencies, the VA Court System, relevant brochures (see Orientation Binder).
- Ethics CD
- Ensure new hire reads the Overview of the Divisions; Overview of the Court System; and Overview of Fairfax County Agencies. ASK questions of new hire to ensure material has been understood (check with JM she does a review).
- Review Job Description and job expectations plus performance benchmarks with new hire. Original signed job description --HR**

Week three and Week four –coordinate with JM

- Introduction to Fines and Costs
- Introduction to Bonds

Essential Job Responsibilities of a Deputy Clerk, grade 7 Counter, Criminal Division

Providing quality customer service according to the Court's mission means: Be courteous, professional, and responsive and accomplish the following listed below:

1. **Ringling/ Cash handling**—with 100% accuracy. Errors in tender type, deposit, shortages or overages impact customer service.
2. Understanding **why/how and when to process court papers** and applying this knowledge on a consistent basis—know the forms and how, when, and why to use them; know the Criminal Division's administrative procedures and apply them consistently so you are accurate.
3. **Filing** in a timely and accurate manner.
 - File on a daily basis.
 - Know your ABC's. Misfiling costs time and is labor intensive.
4. **Data Entry:** Ensure information is 100% accurate. Check your work. Data Entry requires speed AND accuracy.
5. **Explaining procedures** in an easy-to-understand, accurate, and efficient manner ensures quality customer service.
6. **Responding to Telephone Inquiries:**
 - Provide accurate information
 - Know how to read the CMS screens
 - Have your job aids and Cheat Sheets up and in view at your work station.
 - Use all manuals and job aids to help you locate the correct information (continued on next page)

Standards of Conduct – Essential behaviors:

- Treat all customers, staff, and supervisors with courtesy, civility, and respect.
- Interact with others in the office in a civil, courteous, and professional manner at all times.
- Accept performance feedback in the spirit that it is given: to support and develop you so you can be a well-rounded deputy clerk. Accept responsibility for errors and the learning/training process.
- Discuss with your supervisor how you learn best; express your needs for job aids, visuals, and for the necessary time to read through your Orientation Material, brochures, and manuals. Take responsibility for increasing your knowledge and take the initiative to ask questions and for looking up answers to your questions by using the job aids and manuals that are available.
- Keep the lines of communication with your supervisor open and inform your supervisor of your needs and concerns in a courteous manner.
- Be a team player so the office runs smoothly and work gets accomplished in a timely manner.
- Do your work according to the ethical standards as outlined in our GDC Employee Handbook.
- Make the Mission of the Court your personal commitment to quality service.

I acknowledge that the essential job functions and the expectations regarding those functions and the essential standards of conduct have been explained to me by my supervisor on _____.

Signature employee: _____

Full name of employee: _____

Signature supervisor: _____

Full name of supervisor: _____

*Original will be placed in personnel file.
Give one copy to employee*

Keep one copy in the supervisor file.

Week - by - Week Training Schedule for the Criminal Division, Counter Section July 2005

This training schedule can change at any time to accommodate the staffing needs of the office.

Critical Performance Benchmarks

- Data Entry speed:
 - enter Summons in 2m
 - DIPS (Drunk in Public) in 11/2m
- Respond to Telephone Inquiries SOLO by Week Six
- Counter Responsibilities: SOLO by Week Ten

WEEK ONE

- HR related information
- Computer training
- Intro to VA Summons/Offense Laws—enter Summons in 2m
- DIPS—first two weeks on a daily basis.
 - *Benchmark: enter in 11/2m*
Average is about 100 weekly. *So enter on average 20 per day.*
- Listening in on phones—introduction
- Observing courtrooms (different types over the course of the first two weeks to understand the paper flow of the Criminal Division better)
- Introduction to the filing system.

WEEK TWO

- Dips and Summons Entry continued
- Filing System—attachments
- Phone training: telephone log and why do we keep a log; write down questions of callers; review the *Administrative Policies and Procedures for the Criminal Division* (see red manual) in preparation for responding to telephone inquiries.
- Copy Requests—learn the filing system and learn moving through screens.
- Drug orders.
- Basic Case Management CD Rom—
- Ethics CD Rom
- Have JM review Overview of the Divisions, the Court System, and different agencies (see Orientation Binder) with new hire after they have had a chance to read through the material. JM will do a **learning assessment.**

WEEK THREE

- Telephone Training: tel log/ listening/ type info and point to fields on the screens to familiarize new hire with looking up info. / Review questions new hire has regarding the Administrative Policies (see red manual).
- Mail PM/ sort, pick up mail
- Copy Requests
- Payments—where to put the papers at the Counter
- Introduction to Fines and Costs—schedule with JM
- Drug orders, copy requests, and VA Summonses= work on these independently and supervisor checks work
- Filing needs to be done on a daily basis.

WEEK FOUR

- Tel training: Supervisor listens in while new hire handles the call.
- PD Folder: time stamp/motions/ attachments/transportation orders
- Intro to Bonds class with JM—add info as needed
- Check bond motions
- Continue with tasks learned in Week 1-3: copy requests, DIPS etc.—new hire is expected to take initiative and do those tasks without being asked. If needed, supervisor will continue to spot check.
- Mail

WEEK FIVE

- Tel training: supervisor listens in while new hire handles the call.
- Update Counter court papers—motions, continuances, bond surrenders, transportation orders.
- ROL's.
- Entering Felony Warrants.
- Do the attachments.
- Arraignments and Preliminary Hearings/Sentencing: observe and fill out questionnaire—goal: to increase a new hire's knowledge about the paper flow and the judicial process. Review the "*You're under Arrest*" brochure with new hire before observing Arraignment or Prelims.
- Continue with copy requests, PD folder, PM Mail, DIPS, Drug orders.
- File on a daily basis.

WEEK SIX

- **Do Phone Hour SOLO---CRITICAL Benchmark**
- Update case papers from the Counter (see week five)
- Mail
- Continue with copy requests, PD folder, PM Mail, DIPS, Drug orders.
- File on a daily basis.

WEEK SEVEN **Benchmark: Act as Primary at Morning Counter by week 10.**

- Update cases from the Counter
- **Observe Morning Counter and toward middle of the week ring payments, take court papers, fill out forms as needed**
- Familiarize new hire with Fine Options Programs, OAR, Supervised Release, and any alternatives to paying fines.
- Observe Afternoon Counter
- Mail
- Continue with copy requests, PD folder, PM Mail, DIPS, Drug orders, attachments, etc.
- File on a daily basis.

WEEK EIGHT

- Work Morning Counter—shadow supervisor and middle week reverse – supervisor shadows new hire.
- Continue with copy requests, PD folder, PM Mail, DIPS, Drug orders, attachments etc.
- File on a daily basis.

WEEK NINE

- **Work morning Counter –supervisor shadows new hire**
- Continue with copy requests, PD folder, PM Mail, DIPS, Drug orders, attachments etc.
- File on a daily basis.
- **Afternoon Counter—observe and later supervisor shadows new hire**

WEEK TEN:

Benchmark: Work Counter Solo

- Continue with copy requests, PD folder, PM Mail, DIPS, Drug orders, attachments, etc.
- File on a daily basis.

July 2005