

Director of Court Operations & Program Administration

New York Criminal Justice Agency

New York (Hybrid)

Salary: \$135,000

BACKGROUND

The Organization

Over 300 people operating out of every borough courthouse and 5 offices. CJA is made up of court staff, social workers, researchers, helpline specialists, policy planners and many more. All of them work together to forward a central mission: reducing unnecessary pretrial detention in New York City and assisting those who have been released.

The Program

The Queens Supervised Release (QSR) Program is the first program launched by the City of New York's Supervised Release Initiative in 2009 and is the model for which Supervised Release Programs have evolved citywide. The program operates seven days a week, during both the day and night, in Queens Criminal Court and serves individuals of all ages who are charged with felonies and misdemeanors, and who present a substantial likelihood of detention and are at risk of failing to appear in court if released on recognizance. QSR provides pretrial supervision and voluntary social service referrals to a wide array of community-based organizations which offer services including job training, employment, drug treatment, and mental health counseling. Participants remain in the community and are supported to ensure court appearance with the goal of successful reconnection to their community. Participants are required to maintain face-to-face and/or telephone contact with a case manager, attend all court appearances, and avoid re-arrest.

The Position

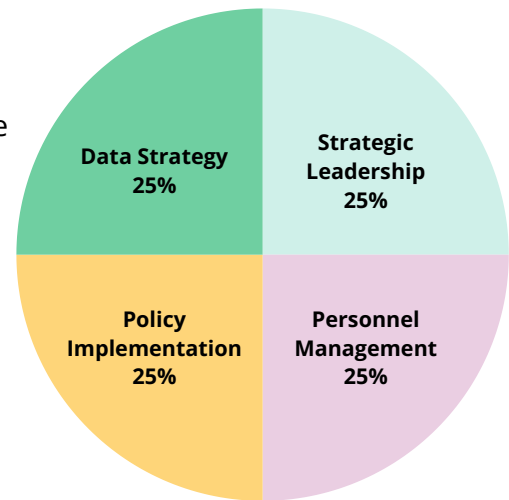
Working closely with and reporting to the Executive Director of Supervised Release, the Director of Court Operations and Program Administration will oversee the day-to-day operations of the Supervised Release program, with a focus on strategic leadership, operational execution, staff development, and data analytics. They will supervise a high-performing team of 2, and provide indirect supervision of 173 staff, ensuring staff are well-trained and empowered to act as confident experts in court, and creating structures for accountability and professional growth. This person will maintain strong relationships with a wide range of partners—from judges to defense attorneys and assistant district attorneys to internal teams—adapting their approach based on audience, goals, and context. They will also play a key role in interpreting program data to identify patterns, surface insights, and shape the ongoing evolution of the program through strategic analysis and continuous improvement.

Year Founded	Program Budget	Direct Reports	Total Staff	People Served Annually
2009	30.2M including Intensive Case Management	1. Manager of Program Administration 2. Manager of Court Operations	173	6976

ROLE OVERVIEW

Strategic Leadership

- Oversee the development, implementation, quality assurance, and data reporting of all Supervised Release initiatives and pilots, including but not limited to, the Intensive Case Management program.
- Serve as a strategic thought partner to the Executive Director of Supervised Release, helping to shape the program's long-term vision while navigating a constantly evolving landscape.
- Anticipate policy and system-level shifts, and guide the program toward adaptive, innovative goals that reflect both emerging needs and operational realities.
- Develop and maintain policy refreshers, court-related training resources, and decision-making tools that equip staff to confidently navigate complex scenarios.



Data Strategy & Reporting

- Partner with the MPA to ensure the timely and accurate completion of all court reports, including responding to inquiries regarding participant compliance and program protocols.
- Collaborate on the preparation and submission of monthly reports tracking key program metrics, including exit reasons, successful completions, non-compliance rates, rearrest rates, and failure-to-appear (FTA) rates.
- Interpret data creatively and analytically to uncover patterns, identify emerging operational needs, and inform the strategic direction of the program.
- Gather and present bi-weekly data—including enrollments, tier/level distribution, and IPV cases—to the Mayor's Office of Criminal Justice, using these touchpoints to surface insights and flag trends.
- Ensure consistent, high-quality data entry and oversight of reporting workflows, supporting the team in maintaining clean, reliable, and actionable records.
- Collaborate with the agency's IT department to improve and maintain the case management system, ensuring it supports both frontline workflow and long-term analysis.

Personnel Management

- Directly supervise the Manager of Court Operations (MCO) and the Manager of Program Administration (MPA), ensuring strong coordination and shared leadership across court-facing and administrative functions which heavily overlap with all case management supportive services and required reporting.
- Provide indirect oversight and strategic support to 173 staff including Supervising Court Representatives, Court Representatives, and Program Analysts.
- Lead staff development and capacity-building efforts that empower team members to act with confidence and clarity in nuanced situations that require discretion and sound judgment.
- Support the MCO and MPA in managing staff scheduling, ensuring adequate coverage across court operations while promoting sustainable workloads.
- Sustain a positive, supportive, and mission-driven team culture; champion ongoing efforts to strengthen connection, morale, and cohesion across a multi-site team.

Policy Implementation & Stakeholder Relations

- Ensure all reporting staff have a clear and confident understanding of CJA-QSR policies, procedures, and program expectations.
- Lead monthly policy refreshers and training touchpoints to keep staff aligned with court-related protocols and responsive to evolving guidance.
- Support the review and approval of graduated responses, according to the program's eligibility criteria, as needed.
- Address all inquiries related to the implementation and reporting of Mandatory Programming
- Serve as a key point of escalation for complex decisions around non-compliance, mandatory programming, violations of orders of protection, and other high-sensitivity matters—guiding staff through thoughtful, criteria-based decision-making.
- Oversee all policies, procedures, and inquiries related to program non-compliance.
- Oversee staff communication regarding participants with defense attorneys, and other court personnel, until transfer or completion of reporting responsibilities
- Support the oversight of the arraignment screening process, and maintain frequent collaboration with the MCO and MPA, which includes being available to clarify criteria, and exercise discretion regarding participant selection and/or participant reporting where appropriate and necessary.
- Represent the program in court as needed, including speaking on the record regarding participant compliance or program engagement.
- Maintain strong, ongoing relationships with court stakeholders—including judges, prosecution, and defense—ensuring clarity around program protocols, reinforcing credibility, and troubleshooting operational issues as they arise.
- Provide backup coverage for the MCO and/or MPA as needed, including oversight of court procedures, staff scheduling, reporting workflows, and stakeholder meetings.

THE IDEAL CANDIDATE

The ideal candidate for this position possesses the following competencies:

Communicates Effectively Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.	Instills Trust Gaining the confidence and trust of others through honesty, integrity, and authenticity.	Optimizes Work Processes Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.
Ensures Accountability Holding self and others accountable to meet commitments.	Collaborates Building partnerships and working collaboratively with others to meet shared objectives.	Values Differences Recognizing the value that different perspectives and cultures bring to an organization.

Additional Qualifications

- Mission-driven and a commitment to decarceration and equity in pretrial justice.
- A deep understanding of NYC criminal court system (esp. post-2020 bail reform) and familiarity with ATD/ATI models (Supervised Release, reentry, or similar).
- Experience supervising complex teams including both direct service and operations/admin teams.
- Culturally competent and a demonstrated commitment to DEIB; comfortable working with people from diverse racial, socioeconomic, and professional backgrounds.
- Demonstrated success building trust and sustaining relationships across a range of partners—including judges, attorneys, prosecutors, and internal staff—with the ability to tailor communication styles to fit different audiences and contexts.
- Experience managing through ambiguity, including policy shifts and/or pilot initiatives.
- Strong grasp of data reporting/KPIs, ideally in a justice or social service setting, with the ability to story tell through data—translating trends, challenges, and successes into insights that inform both internal decisions and external advocacy.
- Strong administrative experience including oversight of core operational tasks such as scheduling, timekeeping, reporting workflows, and internal documentation protocols.
- Exceptional writing and verbal communication, especially in public or high stakes settings.
- Adaptability and experience navigating fast-paced, mission-driven environments; able to pivot quickly in response to changing internal dynamics, policy shifts, or external stakeholder needs; thrives in programs that are actively evolving.
- Self-awareness, empathy, and humility.
- Curiosity and a learning mindset.
- Able to maintain composure and sound judgment in high-stakes, high-visibility situations.
- Decisive and pragmatic; comfortable making judgment calls when the policy does not cover every scenario.

WORK ENVIRONMENT

Work Environment

This is a hybrid role, requiring 3 days in office at CJA Supervised Release and 2 days remote.

CJA Values

Each employee at CJA is guided by these values in our work:

- **Commitment:** We are committed to being active partners in criminal justice reform through initiatives and creative problem-solving that evaluates different methods and strategies for alternatives to detention.
- **Fairness:** We are guided by fairness and the presumption of innocence for those who are detained and work with integrity and without bias to protect the privacy and interest of court-involved people and their families.
- **Innovation:** We value curiosity as a driving force to lead the way in pretrial services. We use innovative techniques in research, pilot programs, and engaging justice-involved communities to execute our mission of reducing unnecessary pretrial detention.

The New York City Criminal Justice Agency is an Equal Opportunity Employer

CJA is committed to creating a diverse work environment and is proud to be an equal opportunity employer. We do not discriminate based on race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply. Our employment practices are equitable and fair, without consideration of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, prior arrest or conviction, employment status, parental status, veteran status, or any other protected status under applicable laws.

COMPENSATION AND BENEFITS

Salary

\$135,000

Benefits

CJA offers a very generous benefit plan including health, dental and vision insurance, a comprehensive mental health, wellness, and employee assistance program (EAP), four weeks' vacation, paid holidays, and a retirement plan with employer matching contributions. CJA is also strongly committed to professional learning and development for its staff members and offers staff varied opportunities for learning and development through partnerships and vendor services for web based, in-person professional development training, as well as in-house job training and development.

TIMELINE AND NEXT STEPS

If you are interested in this position, please [click here](#). All applicants will receive an email confirming receipt of their application.

We encourage candidates of all backgrounds to apply even if you do not meet all of the qualifications outlined above. If you are selected to move forward for an initial screening call, we expect you to hear from us in May.

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[Submit an application](#)