

Company Name: The Pew Charitable Trusts

Position Title: Senior Associate, Technical Assistance, Civil Legal System Modernization (Project Management)

The Pew Charitable Trusts is driven by the power of knowledge to solve today's most challenging problems. Pew applies a rigorous, analytical approach to improve public policy, inform the public and invigorate civic life.

We are an independent nonprofit organization – the sole beneficiary of seven individual trusts established between 1948 and 1979 by two sons and two daughters of Sun Oil Company founder Joseph N. Pew and his wife, Mary Anderson Pew.

Our work lays the foundation for effective policy solutions by informing and engaging citizens, linking diverse interests to pursue common cause and insisting on tangible results. Our projects encourage efficient, responsive governments – at the local, state, national and international levels – serving the best interests of the people. We partner with a diverse range of donors, public and private organizations and concerned citizens who share our interest in fact-based solutions and goal-driven investments to improve society.

With offices in Philadelphia, Washington, DC, Australia, Brussels and London, and with additional staff in other regions of the United States and around the globe, Pew provides an exciting learning environment and the opportunity to work with highly talented individuals. We are a dynamic, rapidly evolving organization that values creativity and innovative thinking and fosters strong teamwork with mutual respect.

Project Description

The civil legal system modernization project was launched in 2018 as an initiative of The Pew Charitable Trusts. The project works to make the nation's civil legal system more accessible and affordable to the public by implementing the most promising technologies and tools to assist self-represented litigants and improve state court efficiency. The project provides technical assistance to courts to encourage the broad-scale adoption of these technologies and conducts evaluations to determine best practices.

Specifically, the project will:

- Promote the adoption of online dispute resolution as an official judicial procedure in five states, through deployment statewide or in a major municipal subdivision of the state court system.
- Support the successful implementation of statewide legal-assistance portals in two states that provide access via the internet to diagnostics of civil legal problems and referral to a variety of information and services to assist self-represented litigants.
- Identify the next set of states to target for the adoption of statewide legal-assistance portals.
- Produce evaluations of four online dispute resolution systems and two legal assistance portals that estimate the expected return on investment for and examine changes in affordability, access, and time to case resolution for these technologies compared to traditional processing.
- Convene a prominent civil justice working group to produce recommendations regarding additional technologies and reforms that would improve access to justice.

Position Overview

The senior associate, technical assistance, provides intensive technical assistance to court systems and legal system stakeholders in order to successfully implement new technologies and process improvements. This position encompasses working with judges and court administrators, technology

companies, vendors, and stakeholders representing end users of the systems. The position, based in Pew's Washington, DC, office, reports to the manager and has a set time frame that could be extended based on the success of the program, funding sources, and board decisions on continued support.

Responsibilities:

- Work with partner court systems, contractors, and related stakeholders to implement new technologies. This work will be done through a combination of in-person visits, presentations, webinars, phone calls, and emails. Specific tasks include:
 - Build and maintain relationships with court staff and external partners assigned to this project; facilitate collaboration between staff as necessary.
 - Work with court staff and contractors to develop timelines and tasks; motivate them to meet their specific goals, including identifying needs and appropriate partners, developing workplans, executing agreements, and securing deliverables.
 - Respond to questions on an as-needed basis; hold weekly or biweekly calls to monitor progress.
 - Provide research-based technical assistance.
 - Work collaboratively with the principal associate and team to develop models, templates, and best practices for adopting and implementing new technologies and other innovations.
 - Assist with developing resources for external partners related to the implementation of new technologies, such as user guides, data collection templates, and webinar recordings.
 - Develop subject matter expertise in innovative justice technologies.
 - Collaborate closely with other members of the project team on strengthening relationships with state and national leaders in the civil legal system.
 - Produce case studies, fact sheets, or other research products that highlight the technical assistance efforts.
 - Participate in conferences, seminars, and other professional development activities as needed.
 - Contribute to and participate in tasks of the department as assigned. Participate in Pew-wide projects as requested.
- Identify critical stakeholders representing the legal, advocacy, and end user communities, develop strategies to maintain relationships with them and incorporated their feedback in order to ensure the successful implementation of new technologies.
- Proactively and closely coordinate the state technical assistance work with colleagues in research, national partners, communications, legal, and government relations.

Requirements:

- Bachelor's degree required.
- A minimum of four years of experience in public policy or nonprofit work, including experience with advocacy, political engagement, and strategic campaign development. Previous work with courts and/or legal services providers strongly preferred.

- Experience with implementing new technologies in the nonprofit or government space strongly preferred. Technology skills, including fluency in one or more programming languages, a plus.
- Excellent listening skills. Ability to develop and manage productive relationships with consultants, donors, partners and others who contribute to the development of a project.
- Strong and diplomatic interpersonal skills, demonstrating strong collaborative spirit and ability to make decisions.
- Proven success in overseeing complex projects and achieving measurable results. Demonstrated ability to meet deadlines and to develop and move projects forward with a high degree of independence and autonomy.
- Excellent analytical and problem-solving skills. Must be flexible, creative, and consistent and assume high accountability for all areas of responsibility.
- Demonstrated project management and organizational skills; ability to multi-task and prioritize work.
- Superb oral and written communications skills. Ability to articulate complex ideas, thoughts and concepts clearly and effectively.
- Ability to thrive in a creative, fast-paced and highly professional corporate culture that emphasizes excellence, collegiality and teamwork.
- Acute political awareness and nonpartisan perspective and approach.

Travel

Occasional domestic travel for conferences and meetings.

Total Rewards

We offer a competitive salary and benefit program, including: comprehensive, affordable health care through medical, dental, and vision coverage; financial security with life and disability insurance; opportunities to save using health savings and flexible spending accounts; retirement benefits to help prepare for the future; and work/life benefits to maintain a good balance.

The Pew Charitable Trusts is an equal opportunity employer, committed to a diverse and inclusive workplace. Pew considers qualified applicants for employment without regard to age, sex, ethnicity, religion, disability, marital status, sexual orientation or gender identity, military/veteran status, or any other basis prohibited by applicable law.

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