

Working Together: The Role of the Clerk and the Constable

Texas Justice Court Training Center

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"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."

- Babe Ruth



The Justice Court Clerk

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A day in the life....

•How many clerks do each of you have in your office?

Authorities and duties of a clerk

- •What can a clerk do and not do
- Common duties
 - Records
 - Reporting
 - Scheduling
 - •Interaction with the public
 - Processing
- See handout

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And what can't they do?

- Perform the judge's inquest duties or investigations.
- Perform the judge's magistration duties.
- Make determinations in cases, including whether or not to grant a defendant deferred disposition.
 - The clerk **can** grant DSC, since there is no discretion involved if the defendant qualifies (more info in Stage II!)



Creating Office Processes with Your Court Clerks

Payment
processes – clerks
can provide a
financial buffer

Interacting with the public – clerks can provide a buffer

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Training Court Staff

- TJCTC Court Personnel seminars
- Creating procedure manuals for staff hiring and training
- Training sessions on Legal Advice vs. Legal Information and Ex Parte communication
 - Give your clerks a standardized way to handle this
- Brown bag lunches: Invite other organizations from the county to have a sit down with staff to discuss connections and issues. (Auditors, Constables, etc.)



Teambuilding & Morale

- Ways to improve morale
 - Education for staff
 - Making your staff feel like a team
- How to make your office an enjoyable, supportive place to work
 - Treat employees with respect
 - Deliver praise and recognition often
 - Emphasize how important the work is you all are doing
 - Give staff a say in things

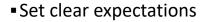


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What are some specific ideas you have on how to build morale in your office?



Communication



- Have an open, inviting environment where people feel comfortable asking questions
- Build trust
- Set aside specific times to talk about issues
 - "My new Judge starts the week off by coming into my office and asking if I have any questions or concerns for the week. It's a great way to troubleshoot before the week starts."



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"My judge won't listen"

- •What happens if a clerk says a process is incorrect in your office?
- Do you automatically dismiss this?
- •We often hear from clerks that say they are undervalued and not listened to by their judge.



Troubleshooting

•What are some issues or concerns you have about effectively managing staff?

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But I don't have a clerk!

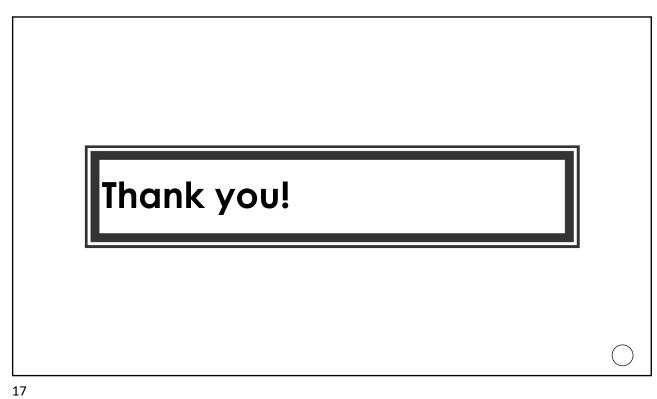
- What happens if you are clerkless? Or you have 1 clerk and they go on vacation?
- Best practices for being both Judge and Clerk:
- 1. Attend TJCTC's clerk training and watch our webinars
- 2. Be organized
- ■3. Seek out help from mentors

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Leadership is practiced not so much in words as in attitude and in actions.

-Harold S. Green





TJCTC's Justice Court Clerks Do's & Don'ts

This list is not exhaustive – there may be other do's & don'ts that are not included here.

Do's

(Not all clerks will do all of these, but all are possible things that could be assigned.)

- Maintain the records of the court.
 - ✓ Maintain filing and/or software system.
 - ✓ Make sure all required records are kept accurately and completely.
 - ✓ Follow retention schedules: https://www.tsl.texas.gov/slrm/localretention
 - ✓ Respond to records requests (could require judge input).
 - ✓ Maintain confidentiality of all records not subject to public disclosure.
 - ✓ Make sure expunged records are destroyed and treat them as though they never existed.
- Follow reporting requirements: https://www.tjctc.org/tjctc-resources/publications.html
- Keep court calendar and handle scheduling (hearings, trials, weddings, etc.).
- Interact with the public.
 - ✓ Provide information without giving legal advice.
 - https://www.txcourts.gov/media/1220087/legalinformationvslegaladviceguidelines.pdf
 - ✓ Answer phones and take messages as needed.
 - Write down complete message, be accurate with details (date, time, name spelling, phone number, etc.), note urgency or time sensitivity, deliver message ASAP.
 - ✓ Process mail.
 - ✔ Provide information about cases and any fees/fines that are due.
 - ✓ Be the gatekeeper for the judge.
 - ✓ Provide quality customer service and use proper terminology.
- Process case paperwork.
 - Accept and file-stamp filings.
 - ✓ Have complaints/affidavits/etc. sworn before you.
 - ✔ Provide statement of inability form in civil cases without charge or request.
 - ✓ Issue citation in civil cases.
 - ✓ Send service by mail in civil cases if requested.
 - ✓ Send out hearing notices and summons.
 - ✓ Draft court orders/documents.
 - ✓ Send out default judgment notices in civil cases.
 - ✓ Process payments.
- Assist with other paperwork as needed.
- May use the judge's signature stamp, but only at the judge's specific direction.
- Hold down the fort when the judge is away.
 - Comply with standing orders (ex: order allowing payment plans to be approved at the window in certain situations).
 - ✓ Have plan in place beforehand for how things should be done in judge's absence and for notifying judge of urgent matters that clerk is not authorized to handle.
 - ✓ Flag anything that needs to be presented to the judge when they return.
 - ✓ Take any messages for the judge and make sure they get them when they return.
- Be professional.
- Follow ethical standards you have to follow the same canons as the judge.
 - ✓ Canons can be found here: https://www.txcourts.gov/rules-forms/rules-standards/

TJCTC's Justice Court Clerks Do's & Don'ts

This list is not exhaustive – there may be other do's & don'ts that are not included here.

Don'ts:

- Provide legal advice.
- Engage in ex parte communication about the merits of a case except where expressly allowed by law.
 - Note: This does not prohibit certain communications as described in Canon 6C(2).
- Engage in duties reserved for the judge.
 - X Hold hearings.
 - X Enter rulings.
 - **X** Conduct inquests.
 - **X** Conduct magistrations.
 - X Conduct weddings.
- Use judge's signature stamp **other than** at the judge's specific direction.
- Engage in unethical or improper behavior.
 - **X** Exhibit favoritism (allowing any relationship, partisan interest, etc. to influence conduct or behavior).
 - Allow conflicts of interest (using the prestige or authority of the court to advance the private interests of yourself or others).
 - Engage in improper use of the court's resources, records, or access to information (using these things for personal use or as a favor to someone instead of only for official court business).
 - **X** Exhibit bias or prejudice.
 - Allow the appearance that the court is not neutral and impartial in all cases.
 - Accept "gifts" (something given to you in your role as a clerk that could appear improper or be intended to gain favor with the court; any gift that violates any canons or county rules).
 - Allow the appearance of impropriety (conveying the impression that you or any group you are affiliated with are in a special position to influence the judge).
 - X Violate any canon, law, or rule.
- Comment (including on social media) about cases which are in or may come before the court.
- Act as law enforcement or engage in any action that benefits the prosecution and is not independent and neutral.
 - Ex: issuing subpoenas for the state's witnesses without request and not doing the same for the defense.

Not Expressly Prohibited, But TJCTC Recommends That You Don't:

- Generate complaints for offenses, including FTAs and VPTAs (should be an officer or prosecutor).
- \mathbb{S} Serve as an interpreter for your court.