

Position Description

Position details

Position title:	Court Officer
Position number:	MC0897
Jurisdiction/Business Unit	Magistrates' Court of Victoria
Unit/Branch:	Legal Policy Unit
Classification/Grade:	VPS Grade 2.2.2
Employment status:	Full time, fixed term – 2 years
Position reports to:	Court Officer Program Coordinator
Location:	4/223 William Street, Melbourne VIC 3000
Position contact:	Adriana Kalinic, Court Officer Program Coordinator Adriana.Kalinic@courts.vic.gov.au

Organisation environment

Court Services Victoria (CSV) is a public entity established by the Court Services Victoria Act 2014 to provide expert administrative support to Victoria's courts: the Supreme Court, the County Court, the Magistrates' Court, the Children's Court, and the Coroners Court, as well as the Victorian Civil and Administrative Tribunal and the Judicial College of Victoria.

The Magistrates' Court of Victoria (MCV) is a jurisdiction within the Court Services Victoria statutory authority and has a long history of providing justice for the people of Victoria in metropolitan and regional courts across the state.

The Court determines in excess of 300,000 cases per annum at 51 venues, equating to approximately 90 per cent of all cases that come before Victorian courts each year. The Court aims to be an innovative, accessible and responsive court that provides quality services to the Victorian community.

In order to meet the needs of a growing and increasingly diverse community, an unprecedented transformation program is underway to improve the accessibility, quality and efficiency of MCV services. Priorities include improving family safety (as part of the whole-of-Government family violence reform program); implementing new approaches to service delivery; providing better, safer facilities; and enabling the workforce of the future through technology innovation.

MCV has embarked on a transformational journey to deliver justice through a new and inspired vision for the Court, strategic plan and corresponding organisational priorities.

Role purpose

The Court Officer will facilitate and manage court proceedings, as well as provide dedicated support to the Judicial Officers in performing their judicial, ceremonial and administrative responsibilities.

The Court Officer will work collaboratively with the teams from the Melbourne Magistrates' Court, liaising with coordinators, Family Violence and Specialist Courts and Program staff to ensure timely assessments of matters, appropriate referrals to legal assistance and support services. The role will also assist the effective functioning of the court by performing a range of administrative services and clerical tasks to ensure matter readiness.

The Court Officer will work in an interesting and at times, demanding environment in close co-operation with the Judiciary, the police, legal profession, community groups and members of the public.

This is a Koori Identified position, in accordance with Court Services Victoria's Designated Positions Policy. Aboriginal and/or Torres Strait Islander people are strongly encouraged to apply.

Key accountabilities

- Coordinate all requests for Magistrates' Court hearings, including facilitating and managing court proceedings online and in open court and providing support to Judicial Officers.
- Assist with triaging of matters as required, using an understanding of the Magistrates' Court services
- Provide high quality information and advice on court and tribunal procedures and practices to court users, ensuring timely responses to queries in line with agreed service standards.
- Provide support to the judiciary by providing detailed analysis of case law, precedents and the application of legal development

- where precedents may not be well defined, using this information to inform the judiciary in the preparation of decisions.
- Conduct legal research, locating legal documents from libraries and on-line legal resources, to prepare case summaries and assist in the preparation of decisions and sentences.
 - Perform a range of administrative tasks, including; records management, preparation of court documents, preparing, actioning and reviewing a wide range of correspondence, data entry and filing in accordance with legislative requirements, procedural manuals and practice directions.
 - Support the collection and collation of court user referral records and statistics as required.
 - Establish and maintain effective working relationships across the department and work in collaboration with team members from different disciplines, identifying and communicating information for multidisciplinary discussion.
 - Other duties as directed and commensurate with the classification of the role.

Key Selection Criteria

Specialist/Technical expertise:

- Demonstrates knowledge and understanding of the Victorian Koori Community, both society and culture and the issues impacting on it.
- Demonstrates an ability to communicate sensitively and effectively with members of the Victorian Koori community.
- Demonstrates knowledge of legislation, practices, policies and procedures applicable to Victorian Courts and Tribunals.
- Ability to operate relevant computer systems including the Courtlink case-management system, WebEx and other technologies.

Capabilities:	Level Descriptor
<ul style="list-style-type: none"> • Effective Communication Communicates clearly and with influence; actively listens and responds appropriately to the audience. 	<ul style="list-style-type: none"> • Writes in a clear, logical and grammatically correct manner. • Speaks clearly and concisely when providing information or responding to others. • Delivers information in a considerate and respectful manner. • Actively listens and adjusts communication style and messages to ensure clarity of understanding. • Delivers basic presentations to convey information
<ul style="list-style-type: none"> • Teamwork Works well with and encourages and inspires others 	<ul style="list-style-type: none"> • Works co-operatively with team members and clients. • Explains and demonstrates work practices and procedures in support of team members. • Recommends alternative approaches to achieve team objectives and improve work processes. • Acknowledges the efforts of others.
<ul style="list-style-type: none"> • Planning and Organising Anticipates, plans for and coordinates work to meet business outcomes. 	<ul style="list-style-type: none"> • Understands local business priorities and objectives. • Plans and prioritises workload to meet operational objectives. • Adopts a methodical and flexible approach to scheduling of work. • Contributes to planning team work targets and deadlines.
<ul style="list-style-type: none"> • Analytical thinking and problem solving Analyses and addresses issues and develops practical and sustainable solutions. 	<ul style="list-style-type: none"> • Considers the causes and impacts of workplace problems and issues. • Consults on ways to solve problems and improve work processes and service quality. • Assists clients solve service issues by suggesting actions or alternative processes. • Escalates more complex issues or problems when required.
Behaviours	
<ul style="list-style-type: none"> • Service Excellence Committed to delivering quality outcomes and services. 	<ul style="list-style-type: none"> • Upholds high standards • Focused on meeting commitments • Dedicated to improving outcomes for clients, stakeholders and the work of courts and jurisdictions • Ensures services deliver public value
<ul style="list-style-type: none"> • Courage Always acts in the best interests of CSV and the jurisdiction concerned 	<ul style="list-style-type: none"> • Provides objective, frank and fearless advice within the organisation • Challenges inappropriate behaviours • Constructively challenges existing paradigms in pursuit of organisational growth and development
<ul style="list-style-type: none"> • Integrity Principled, and focused on honesty, transparency, objectivity and fairness 	<ul style="list-style-type: none"> • Consistently acts in accordance with the values of the public sector • Makes ethical decisions • Reports suspected misconduct, fraud and corruption • Identifies, declares and manages real or perceived conflicts of interest • Actively works to maintain public trust and confidence in Victorian Courts and Tribunals
<ul style="list-style-type: none"> • Respect Values others and respects difference 	<ul style="list-style-type: none"> • Values diversity • Embraces a broad range of social, cultural customs values and beliefs • Inclusive and welcoming

- Treats others fairly and equitably
- Values and acknowledges the work and efforts of colleagues.

Role dimensions

- This role requires someone who can work both autonomously and as part of a team

Qualifications

- A law degree is required

Important information

The salary range for this position is set out in Schedule C of the *Victorian Public Service Enterprise Agreement 2020*. Please refer to the Department of Treasury and Finance website (www.dtf.vic.gov.au) for further information.

Court Services Victoria (CSV) is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. Employees of CSV must comply with the Code of Conduct for Victorian Public Sector Employees, and CSV policies and procedures.

All appointments to CSV are subject to satisfactory:

- Nationally Coordinated Criminal History Check
- Verification that you hold the qualifications that are necessary for your role
- Entitlement to Work in Australia check
- Working with Children Check (where required)
- Verification of the Declarable Associations Form (where applicable)

Please visit CSV website for important information on:

- Jurisdictions and business areas within CSV
- Privacy – how we use your information
- Health and safety.

CSV has a firm commitment to increase participation of Aboriginal and/or Torres Strait Islander people across our workforce. Through our commitment to diversity and equality, we are actively engaged in promoting and maintaining a safe and inclusive work environment where all employees are respected, valued and supported.

Employees of CSV have access to a range of employment benefits and conditions, these include attractive salaries, flexible leave arrangements and training and development opportunities. Please see the www.careers.vic.gov.au website for further information.