



## POSITION DESCRIPTIONS COURT NETWORK

Revised: August 2020

<b>Position Title</b>	<b>Program Coordinator – Hume Region</b>
<b>Reports to</b>	Program Manager- North Victoria
<b>Supervises</b>	The Hume Region Coordinator coordinates, supervises and supports court teams of Court Networkers (Volunteers) in the Hume Region. Currently these courts include Shepparton, Wangaratta and Wodonga Magistrate's Courts. They will also collaborate as a member of a small team to provide support to other Networkers in a changing environment when required.
<b>Location</b>	The position is based in the Shepparton Court; however flexible working from home arrangements can also be accommodated subject to the needs of the service.
<b>Conditions of employment</b>	<p>17 hrs per week. The position is classified as level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010</p> <p>The Program Coordinator position will have flexibility in scheduling hours of work across the week provided both service and organizational requirements are met. This includes being available to work some time each business day over a four week period to connect with all networker teams. Salary is based on qualifications, skills and experience.</p> <p>Superannuation is paid and salary packaging is available.</p> <p>This is a permanent position subject to ongoing funding.</p>



<p><b>About Court Network</b></p>	<p>Court Network is an independent, not-for-profit organisation operating for the past 40 years in Queensland and Victoria. Court Network recruits and trains community volunteers to stand beside and empower people attending court via the provision of non legal support, information, referral and advocacy. Court Network also provides Telephone Support Services. Court users include those who are accused, applicants, victims, family/friends and witnesses. Our priority is to engage with vulnerable court users experiencing significant barriers understanding the justice system and/or find their court attendance very challenging. Court Network also works collaboratively with Court Stakeholders and agencies to better identify and respond to family violence matters in Courts.</p> <p>See <a href="http://www.courtnetwork.com.au">www.courtnetwork.com.au</a> for more detail</p>
<p><b>Job Purpose</b></p>	<ul style="list-style-type: none"> <li>• To be responsible for volunteer engagement, workforce planning, recruitment, rosters, volunteer team engagement and service delivery and service growth in nominated Courts.</li> <li>• Deliver community engagement and service promotional activities within the community and represent Court Network in nominated courts and communities.</li> <li>• Undertake local service development projects to enhance outcomes for court users and contribute to broader quality and strategic initiatives as a member of the Court Network staff team.</li> </ul>
<p><b>Key accountabilities</b></p>	<p><b>Program management</b></p> <ul style="list-style-type: none"> <li>• Effectively and accountably plan and manage Court Network service delivery in accordance with Court Network values and standards, business plan, policy &amp; procedure and funding/contractual requirements.</li> <li>• Monitor and improve service quality including investigate complaints/grievances; and analyse court user and stakeholder feedback and service delivery data.</li> <li>• Monitor, report on and assist with the mitigation of emerging issues and risks regarding delivery of program objectives and funding/contractual requirements.</li> <li>• Participate in supporting daily service operations of the Court Network Telephone Support Service.</li> </ul>



- As a team member, participate in the planning and delivery of key strategic and operational initiatives.

#### **Lead and manage volunteers**

- Lead and support a team of volunteers including selection, induction, learning and development, reflective practice, supervision, support, performance management and debriefing.
- Be responsible for local Volunteer workforce planning.
- Develop and support strong Volunteer team culture and performance through ongoing communication, recognition and continuing education.
- Participate in the delivery of Volunteer training in partnership with Learning & Development
- Plan and deliver court orientation and reflective practice opportunities to continue education for Volunteers.
- Apply relevant CN policies and procedures and contribute to their review and development.

#### **Community and Interagency Relations**

- Proactively promote Court Network services and build and maintain positive stakeholder relationships, networks and partnerships with relevant court-based and community services to develop and deliver Court Network services.
- Work collaboratively with key stakeholders and represent Court Network in meetings and formal liaison. Stakeholders include magistrates, court staff and community organizations, including community legal services and Family Violence Agencies.
- Maintain awareness of relevant community services/resources and update the Court Network referral/information resources.
- Lead local initiatives to bring Court Network services into Courts where they do not exist.

#### **Governance and Compliance**

- Participate in, and contribute to, Court Network's quality assurance and continuous improvement system.
- Prepare internal and external accountability reports.
- Contribute to and comply with risk management including



	<p>identifying and controlling risks and hazards.</p> <ul style="list-style-type: none"> <li>• Implement, and comply with, Court Network policies and procedures in order to support safe and effective service provision and a safe working environment.</li> <li>• Ensure that all work performed is within appropriate Workplace Health &amp; Safety policies and in compliance with relevant legislation.</li> <li>• Actively participate in Court Network supervision sessions, meetings, events and professional development opportunities.</li> <li>• Other duties as required.</li> </ul>
<p><b>Key Selection Criteria</b></p>	<p><b>Key Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• A commitment to social justice and an understanding of the systemic barriers in place for those who are marginalised and vulnerable, including members of diverse groups within the community.</li> <li>• Demonstrated experience in social welfare, criminal justice or community services and a strong commitment to community development.</li> <li>• Demonstrated knowledge and skills in best practice in Volunteer Management.</li> <li>• Highly developed organization skills, supporting a clear capability to be self directed in identifying and meeting work priorities on time.</li> <li>• Highly developed interpersonal, problem solving and leadership skills including a capacity to undertake program promotional activities in public settings and to lead team processes.</li> <li>• Relevant degree level tertiary qualifications e.g. social work, criminology, social science, community services management preferred.</li> <li>• Sound Computer &amp; Microsoft Office skills, and other web based programs</li> <li>• Satisfactory Police and Working with Children’s checks.</li> <li>• Current Victorian Drivers licence.</li> </ul>



Court Network

**HOW TO APPLY  
FOR THIS POSITION**

Please provide a cover letter addressing the key selection criteria and your resume to be considered for this position.

The email address is [admin@courtnetwork.com.au](mailto:admin@courtnetwork.com.au). Please see closing date on Ethical Jobs.

For further information please contact Deb Brown, Program Manager [gippsland@courtnetwork.com.au](mailto:gippsland@courtnetwork.com.au) or phone 0419 500 824.

*Court Network is an Equal opportunity employer and we encourage applications from Aboriginal and Torres Strait Islander community members and members of multicultural communities.*