



## POSITION DESCRIPTIONS COURT NETWORK

Revised: June 2021

<b>Position Title</b>	<b>Program Coordinator</b> – Telephone and Online services
<b>Reports to</b>	Program Manager- Melbourne Metro
<b>Supervises</b>	The Melbourne Metro Coordinator coordinates, supervises and supports court teams of Court Networkers (Volunteers) delivering our telephone and online support services. They are also responsible for coordinating the development and delivery of operations of these services with staff.
<b>Location</b>	The position is based in Level 5/555 Lonsdale Street Melbourne.
<b>Conditions of employment</b>	<p>38hrs per week. This is a full-time position however part time workers are also encouraged to apply.</p> <p>The position is classified as level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010. Superannuation is paid and salary packaging is available.</p> <p><b>This is an initial 8-month position. It is hopeful however that further funding will enable the continuance of the role</b></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. There are nearly 500 Volunteers and in Victoria they support court users in all court jurisdictions. 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>During COVID we challenged ourselves to develop telephone support and on-line service delivery models to support court users attending on line hearings. This also meant we could extend our support to all courts and expand our service model to offer pre and post court support. We wish to continue on our journey in developing telephone and on line solutions to improve service access</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>	<p>We are seeking a positive innovator who can help Court Network to continue to develop our web-based service platform, to improve our telephone and online operations and grow our support to court users. The objectives for this role include:</p> <ul style="list-style-type: none"> <li>• To be responsible for the further establishment of service operations for Court Network telephone and online service delivery delivered by a team of volunteers</li> <li>• To help deliver, coordinate and support staff and volunteers to deliver these services</li> <li>• To lead promotional activities to support staff to build appropriate referral pathways, raise community awareness and recruit suitable volunteers for the program.</li> <li>• To update and develop program guidelines for these services</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> </ul>



- Monitor and improve service quality including investigate complaints/grievances; and analyse court user and stakeholder feedback and service delivery data.
- Support and coordinate the further operational development of telephone and online services, and update program guidelines to mitigate emerging issues and risks
- Coordinate the daily delivery of telephone and on-line support services including the management of referrals into and out of the service.
- 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 continuing education for Volunteers through an online environment.
- 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.



	<ul style="list-style-type: none"> <li>• Build partnerships and relationships to support our on-line delivery development.</li> </ul> <p><b>Governance and Compliance</b></p> <ul style="list-style-type: none"> <li>• Participate in, and contribute to, Court Network’s quality assurance and continuous improvement system.</li> <li>• Prepare internal and external accountability reports.</li> <li>• Contribute to and comply with risk management including identifying and controlling risks and hazards.</li> <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>
<b>Key Selection Criteria</b>	<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>• Knowledge and skills in project management and/or Volunteer Management.</li> <li>• Sound Computer, information management and Microsoft Office skills, and an interest in web-based service delivery programs.</li> <li>• Highly developed organization skills, supporting a clear capability to be self-directed in identifying and meeting work priorities on time.</li> </ul>



	<ul style="list-style-type: none"><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, information management, community services management preferred.</li><li>• Satisfactory Police and Working with Children’s checks.</li><li>• Current Victorian Drivers licence.</li></ul>
<b>HOW TO APPLY FOR THIS POSITION</b>	<p>Please provide a cover letter addressing the key selection criteria and your resume to be considered for this position.</p> <p>The email address is <a href="mailto:admin@courtnetwork.com.au">admin@courtnetwork.com.au</a>. Applications must be provided by COB on the 23<sup>rd</sup> June 2021</p> <p>For further information please contact Sarah Harris, Sarah.harris@courtnetwork.com.au or phone 0438 344 523</p> <p><i>Court Network is an Equal opportunity employer and we encourage applications from Aboriginal and Torres Strait Islander community members and members of multicultural communities.</i></p>