

CORONERS COURT

POSITION DESCRIPTION



Coroners Court
of Victoria

Position details

Position title:	Manager, Data and Analytics
Position number:	CS085
Unit/Branch:	Coroners Prevention Unit
Classification/Grade:	VPS Grade 6.1
Employment status:	Full-time (ongoing)
Position reports to:	Director, Coroners Prevention Unit
Location:	65 Kavanagh Street, Southbank, 3006
Position contact:	Josephine McGuiness Tel: 0422 880600, e-mail: josephine.mcguiness@courts.vic.gov.au

Organisational environment

The current Coroners Court of Victoria (CCOV) was established on 1 November 2009 with the introduction of the Coroners Act 2008 (Vic). CCOV is led by the State Coroner of Victoria.

Victorian families are at the centre of the work of CCOV – from conducting thorough investigations, providing respectful services and how Court information and documents are shared.

CCOV has three roles:

Independently investigating deaths and fires. Certain deaths and fires are reported to the Coroners for independent investigation. Their investigations seek to establish the facts – when, where, how and why the death or fire happened.

Reducing preventable deaths. Wherever possible, the Coroner will suggest ways to prevent similar deaths or fires by making well informed and practical recommendations, based on the evidence before them.

Promoting public health and safety and the administration of justice. CCOV regularly reports on data and trends regarding preventable deaths in Victoria to help inform public health responses.

While providing a rewarding and meaningful work experience, the coronial jurisdiction is a sensitive, demanding, and confronting environment. As such, our employees are exposed to a range of challenging experiences, images, and materials. This includes, for many of our staff, in-person and/or phone interaction with families and loved ones in an emotional and distressed state. The environment can challenge employees in ways where the impact is not necessarily evident immediately but can accumulate over time.

With this in mind, CCOV takes very seriously its obligation to take all reasonable measures to create a psychologically safe workplace. Whilst we cannot eliminate the exposures to our employees, we can and do put services, programs, and strategies in place to help mitigate the psychological impact of the exposures.

However, as an employee of CCOV there is a requirement for staff to proactively manage their psychological health. Employees are expected to be aware of their environment and take reasonable measures to maintain their health and wellbeing including by accessing proactive, early intervention and responsive programs and services. Employees are supported with this by being provided with the necessary training, plus ongoing guidance, and support.

We aim to build a thriving workforce and we share the responsibility to make that happen.

For more information on CCOV, please visit our website at coronerscourt.vic.gov.au

Role purpose

Working collaboratively with Coroners and a range of internal and external stakeholders, the Manager, Data and Analytics leads a dedicated team with the responsibility to enhance death prevention opportunities by ensuring the timely delivery of high quality data reporting and interpretation to support coronial recommendations.

The Manager, Data and Analytics is a member of the CPU leadership cohort, and as part of that collaborative team, assists the Director, CPU to establish and achieve key strategic organisation priorities.

Key accountabilities

- Lead the technical design, development, implementation and maintenance of large and complex databases and data transformation. This involves the co-ordination of administrative datasets from various sources, automating extraction and integration of these resources where possible.
- Supervise, develop, and support data administration staff to ensure sustainable workloads, excellent service delivery, and an opportunity to build team capability and career development.
- Develop positive working relationships to ensure an understanding of stakeholder needs, access to relevant data and a proficient, working knowledge of associated databases and registries.
- In collaboration with CPU leadership, lead the coordination and evaluation of timely and high quality data reporting and interpretation to support the Coroners and other stakeholders.
- Promote continuous quality improvement and provide timely advice and support on topics and emergent themes during investigations, this includes communicating complex technical information and concepts to non-technical audiences.
- Demonstrate how the actions and outcomes of this role impact the coronial jurisdiction's ability to deliver, or facilitate the delivery of, effective death prevention policy development.
- Conceptualise and develop statistical models using a range of coronial and registry datasets, including developing the required processes and infrastructure to link into the integrated data resource to support predictive modelling.
- Develop and maintain relevant technical specifications and documentation to facilitate usage of the integrated data resources.
- Provide expert input to projects to improve the quality and effectiveness of data linkage and integration processes, and access to - and usability of - the de-identified linked data resources.
- Keep accurate and complete records of work activities in accordance with legislative requirements and CCOV's records, information security and privacy policies and requirements.

Key Selection Criteria

SPECIALIST/TECHNICAL EXPERTISE:

- Extensive experience (> 5 years) working at a senior level in a related field(s).
- Highly experienced in designing, developing, and supporting data warehousing, and analytic assets from complex and disparate data sources.
- Ability to document and maintain technical designs and to communicate complex information and concepts to a range of stakeholders.

CAPABILITIES:

Innovate & Improve

Identifies opportunities for new and different ways of working to enrich the efficiency and quality of work and service delivery.

- Drives a culture that harnesses and encourages new ways of working to improve court systems, processes, and practices.
- Establishes metrics that evaluate quality and effectiveness of work and services provided to families and friends who have lost loved ones, court users and stakeholders.
- Collects and uses available data to inform and drive improvement.
- Creates an environment where expertise and learnings are shared, respected, and rewarded.
- Understands emerging trends and contemporary practice to model and encourage better ways of working.

Critical Analysis & Judgement

Critically examines information, identifies trends and patterns, considers options, and interprets key findings to produce informed advice and recommendations.

- Engages in quality review processes and elicits feedback to identify problems for resolution.
- Consults widely and encourages shared ownership on advice and solutions developed.
- Considers the broader strategic, political, business and community landscape to inform actions.
- Establishes team processes and practices to proactively identify problems and respond with appropriate solutions.
- Applies significant judgement in choosing a course of action to manage highly complex and/or sensitive issues.

Digital Literacy

Navigates and demonstrates proficiency in a variety of digital technologies, systems, and related software to support service delivery.

- Builds digital teams by establishing collaborative practices and environments, including maximising communication through hybrid work practices.
- Maintains effective governance and management controls to support adherence to technology policies and security protocols.
- Champions the use of existing and new technologies to support strategic priorities and operational efficiencies.

CAPABILITIES:

Collaborative Working

Works collaboratively across teams within the Coroners Court and with other agencies and stakeholders to achieve successful outcomes.

- Builds a culture of collaboration across the Coroners Court and with other agencies and stakeholders. Identifies and actively resolve obstacles to communication to achieve shared outcomes.
 - Seeks and facilitates opportunities to collaborate and share learnings with agencies, stakeholders, and the Victorian community.
 - Designs organisational structures and allocates resources to remove barriers to collaboration and respectful engagement.
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Plan & Prioritise

Understands work requirements and applies processes to organise, prioritise and manage time and resources to meet objectives.

- Makes a strong contribution to the development of operational and strategic business plans for the Coroners Court.
 - Establishes and drives the priorities of the Coroners Court, ensuring effective governance frameworks and guidance is in place to address impacts to work across other teams.
 - Considers emerging trends, identifies potential future opportunities, and plans appropriately.
 - Ensures availability of resources and adapts plans and/or resource allocations in response to changing priorities.
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Manage for Performance & Performance**Safety**

Monitors and provides feedback on individual and team performance and ensures that objectives are met while adhering to practice standards.

- Establishes clear role expectations and defines task responsibilities at individual and team level.
- Sets clear expectations for individual and team performance and monitors progress against performance indicators.
- Undertakes regular supervision to provide clear and timely performance feedback (both positive and constructive) that is actionable.
- Coordinates quality assurance practices and identifies and removes structural or systemic barriers to team or individual performance.
- Fosters accountability by building team capacity to accept responsibility for one's commitments and actions.
- Recognises underperformance and undertakes performance management responsibilities in a timely and effective manner.

Safety

- Monitors and ensures compliance with health and safety policy.
 - Acts on legal responsibilities for health and safety, including contributing to the psychological safety of the workplace.
 - Recognises emerging safety or wellbeing issues and takes appropriate action to support impacted individuals.
 - Consults and collaborates with others to identify, analyse, and implement strategies to minimise foreseen risk.
 - Regularly scans the environment for potential health and safety risks and takes appropriate action to mitigate identified risks.
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BEHAVIOURS:

Service Excellence:

Committed to delivering quality outcomes and services

- 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.
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Courage:

Always acts in the best interests of CSV and the jurisdiction

- Provides objective, frank, and fearless advice within the organisation.
 - Challenges inappropriate behaviours.
 - Constructively challenges existing paradigms in pursuit of organisational growth and development.
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Integrity:

Principled, and focused on honesty, transparency, objectivity, and fairness

- 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.
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Respect

Values others and respects difference

- 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.
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QUALIFICATIONS:

- Tertiary qualifications in statistics, economics, social science, data analytics and/or data science is highly desirable.
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Important information

Working at CCOV offers:

- the opportunity to work as part of a team that has a crucial role in independently investigating deaths and fires, reducing preventable deaths, and promoting public health and safety and the administration of justice
- flexible and innovative work practices that aim for a balance between work and family life
- a workplace committed to diversity and the promotion of a safe and inclusive work environment where all employees are respected, valued and supported.

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

CCOV is part of Court Services Victoria (CSV), a statutory authority established in July 2014 to protect and promote the independence of each of the courts and the judiciary.

As a distinct entity of CSV, CCOV is accountable directly to Parliament. While CSV provides and supports some administrative and corporate functions for CCOV, the State Coroner is responsible for establishing how the business of the court is managed.

CCOV employees are employed under the *Victorian Public Service (VPS) Enterprise Agreement 2020* which sets out the terms and conditions of employment. Please refer to the Department of Treasury and Finance website (www.dtf.vic.gov.au) for further information.

All appointments are subject to satisfactory reference checks and National Criminal History Record checks. Some positions may also be subject to a medical check and/or Working with Children Check.

Employees of Court Services Victoria are required to comply with any applicable government pandemic order, as well as any policy implemented by Court Services Victoria, in relation to mandatory vaccinations against COVID-19. It is a condition of any offer of employment that applicants for vacant roles with Court Services Victoria agree to comply with any applicable pandemic order or policy regarding mandatory vaccinations.

Employees of CCOV must comply with the Code of Conduct for VPS Employees and CSV policy and procedure.