

Position Description

Position details

Position title:	Advanced Case Manager – Assessment and Referral Court (ARC)
Position number:	C00122
Jurisdiction/Business Unit	Specialist Courts and Programs
Unit/Branch:	Court Support Services
Classification/Grade:	VPS Grade 4
Employment status:	Full Time, Ongoing
Position reports to:	CSS Manager, Northern
Location:	Jika Street, Heidelberg VIC 3084
Position contact:	Florence Morphy, CSS Operations Manager, Northern Region - 0476 271 820

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 CSV statutory authority and has a long history of providing justice for the people of Victoria in metropolitan and regional courts across the state. MCV determines over 300,000 cases per annum at 51 (metropolitan and regional) 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.

Specialist Courts and Programs (SCP) are the MCV Directorate responsible for driving the implementation and development of solution-focused and therapeutic approaches to justice. Our specialist responses address the underlying causes of offending behaviour and stop the "revolving door" of returning to court for individuals. Current services include Court Support and Diversion Services (CISP, ARC, CROP, Criminal Justice Diversion), Drug Court, Koori Court, the Neighbourhood Justice Centre and the Victims of Crime Assistance Tribunal.

Court Support Services programs include the Court Integrated Services Program (CISP), the Assessment and Referral Court (ARC) and the CISP Remand Outreach Program (CROP). These programs provide a range of initiatives to assist persons involved in the court system, who are experiencing issues of social or cultural disadvantage, including substance abuse, disability, mental illness, or cognitive impairment. These programs utilise a client-centred and problem-solving approach that empowers clients to engage with their rehabilitation and achieve positive behavioural change. SCP priorities include expanding Specialist Courts and Programs, engaging with the community and improving the court user experience. We work collaboratively with the Department of Justice and Community Safety, Department of Health and Human Services, Victoria Police, community agencies and the Victorian community to support community safety outcomes.

ARC is a solution-focused court underpinned by principles of therapeutic jurisprudence and recovery-oriented mental health practice. The purpose of the ARC is to meet the needs of people facing matters in the Magistrates Court who have a mental illness/or cognitive impairment. Eligible individuals can engage with ARC for up to 12 months and their matters will typically be heard by the same Magistrate. Hearings are designed to be less formal, non-adversarial and take a collaborative approach to identifying and addressing the underlying causes of the person's offending behaviours and reviewing their progress towards positive change.

CISP provides support to accused on bail and coordinates referrals to community-based services like drug and alcohol treatment, crisis accommodation, disability and mental health services.

Role purpose

The Advanced Case Manager (ARC) role provides client centred, strengths based and solution-focussed advanced case management support to clients who are participating in the ARC List, supporting clients with a range of complex psycho-social needs.

This role plays a key role in the wider Court Support Services team and may provide support and flexibility, to other Court Support Services or initiatives, such as CISP.

Key accountabilities

- Provide advanced case management to accused persons with a range of complex needs, with particular focus on supporting clients with complex disability and mental health support needs.
- Engage with clients through assessment, referral and treatment planning to develop a person-centred individual support plan
- Identify client risks and develop risk management and/or harm minimisation strategies in relation to these risks.
- Support the identification and implementation of practice improvements that will enhance the quality of the program's response to clients with complex mental health and disability support needs.
- Prepare and present written court reports and provide advice or evidence to the Court, as required.
- Provide coaching and mentoring to case managers in relation to their case management of clients.
- Liaise, consult and negotiate with the judiciary, legal profession and court staff in relation to the management of clients within the court process and provide advice regarding the availability of appropriate services and programs.
- Develop knowledge of local service systems and referral pathways. Collaborating with other services to reduce barriers to service access.
- Actively reflect upon own practice and identify and participate in professional development opportunities.
- Other duties as directed

Key Selection Criteria

Specialist/Technical expertise:

- Extensive experience in the assessment and case management of clients with complex mental health and/or disability support needs.
- Experience in mentoring or coaching health and/or social welfare staff.
- Detailed knowledge of the mental health and/or disability service system and demonstrated capacity to establish and maintain effective stakeholder relationships.
- Sound knowledge of evidenced-informed practice models and frameworks for working with clients with complex mental health and/or disability support needs.

Capabilities:

Level Descriptor

<ul style="list-style-type: none"> • Engaging with others Ensures activities anticipate and respond to the needs and expectations of clients, jurisdictional officers, and other jurisdictions, while respecting jurisdictional independence. 	<ul style="list-style-type: none"> • Initiates activities that build and maintain relationships with clients and stakeholders. • Liaises effectively with others by building and maintaining relevant networks within CSV and with jurisdictions. • Considers critical client needs and expectations and applies appropriate expertise and responses to meet these.
<ul style="list-style-type: none"> • Influence and negotiation Generates consensus and commitment from others and constructively resolves issues and conflicts. 	<ul style="list-style-type: none"> • Effectively influences clients and other stakeholders. • Recognised for their professional expertise and the value of their advice. • Leads negotiations that deliver mutually beneficial outcomes. • Promotes consensus decision making. • Manages conflict situations and disagreements constructively.
<ul style="list-style-type: none"> • Continuous improvement Reviews, evaluates and adjusts work practices to generate improved outputs and outcomes 	<ul style="list-style-type: none"> • Reflects on how effectively own work is done and how effectively. • Identifies opportunities to improve own work. • Demonstrates a commitment to the principles of continuous improvement. • Engages effectively with risk.
<ul style="list-style-type: none"> • Delivers quality outcomes Demonstrates commitment to delivering high quality services; strives to improve outcomes. 	<ul style="list-style-type: none"> • Is committed to delivering high quality services. • Plans and prioritises work to meet expected outputs and performance standards. • Maintains quality of service despite constraints. • Looks for opportunities to improve quality of service. • Follows through on service commitments to customers. • Takes responsibility for delivering own outputs. • Delivers quality outcomes.

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 	<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

concerned	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 (optional)	
<p>This position has no direct reports but is required to provide coaching and mentoring to case managers. There is no financial delegation associated with this role. The role requires decisions to be made in relation to the case management of and risk to clients with a range of complex needs. The role may require travel to other program sites for meetings training and to support other teams as needed.</p>	
Qualifications	
<ul style="list-style-type: none"> • Tertiary qualification (minimum Diploma level; degree level highly desirable or equivalent relevant past experience) relevant to case management practice with forensic clients; such as social work, psychology, welfare, drug and alcohol or another related field, and/or relevant experience. • Demonstrated capacity or experience in case management of clients presenting with complex needs, with well-developed knowledge and/or relevant experience in at least one of the following speciality areas: mental health, acquired brain injury, disability, alcohol and substance use, family violence, or homelessness highly desirable. • Experience in or demonstrated capacity to provide coaching and mentoring to case managers, particularly within an area of advanced knowledge or experience. 	
Important information	
<p>The salary range for this position is set out in Schedule C of the <i>Victorian Public Service Enterprise Agreement 2020</i>. Please refer to the Department of Treasury and Finance website (www.dtf.vic.gov.au) for further information.</p> <p>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.</p> <p>All appointments to CSV are subject to satisfactory:</p> <ul style="list-style-type: none"> • 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) <p>Please visit CSV website for important information on:</p> <ul style="list-style-type: none"> • Jurisdictions and business areas within CSV • Privacy – how we use your information • Health and safety. <p>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.</p> <p>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.</p>	