

# Position Description

| Position details           |   |
|----------------------------|---|
| Position title:            | Project Officer – Education and Public Programs   |
| Position number:           | MC0555  |
| Jurisdiction/Business Unit | Magistrates' Court of Victoria  |
| Unit/Division:             | Neighbourhood Justice Centre  |
| Classification/Grade:      | VPS Grade 4   |
| Employment status:         | Fixed Term until 11/08/2027 / Full time (76 hours per fortnight)                                      |
| Position reports to:       | Manager, Education and Public Programs  |
| Location:                  | 241 Wellington Street, Collingwood (hybrid working model)   |
| Position contact:          | Jenny McKnight <a href="mailto:jenny.mcknight@courts.vic.gov.au">jenny.mcknight@courts.vic.gov.au</a> |

## 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.

The Magistrates' Court of Victoria (MCV) has a long history of providing justice for the people of Victoria in metropolitan and regional courts across the state. The MCV determines in excess of 200,000 cases per annum at 51 venues, dealing with over 90 percent of all adult cases that come before Victorian courts each year.

MCV aims to be an innovative, accessible and responsive court that provides quality services to the Victorian community.

## Organisational values

Courts Group staff are required to demonstrate their commitment to:

- **The public sector values:** responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.
- **Workplace behaviours:** behaviours that reflect our values, including honesty, and respect for others, while consistently upholding the highest standards of professionalism and integrity.
- **Diversity and inclusion:** We are dedicated to fostering diversity and equal opportunity in the workplace. If you are from a diverse background, are an Aboriginal or Torres Strait Islander applicant, or if you have a disability/condition, and require advice and support with the recruitment process, please contact the position contact (listed above).

For further information, please visit <https://courts.vic.gov.au/>.

## Team purpose

The Neighbourhood Justice Centre (NJC) is Australia's first community justice centre and an International Community Mentor Court. Key aspects of the NJC include early intervention, peacemaking, local problem solving, and one stop integrated service delivery with a focus on addressing the underlying causes of offending. Strong community engagement and partnerships, which deliver real and practical impacts for the community, are fundamental to the NJC approach. The role operates within the Program Innovation Team, which is responsible for crime prevention, peacemaking, policy, justice innovations, education and public programs.

## Role purpose

Reporting to the Manager, Education and Public Programs, the Project Officer is responsible for supporting the development and delivery of education programs and communication activities for diverse audiences. The Project Officer also provides a broad range of project management support to ensure education and public

programs, and other related projects, are delivered to the highest standard, increasing understanding and awareness of the NJC model and its role as an International Mentor Community Court.

The Education and Public Programs team has a key role to play across the priorities in the NJC's Strategic Plan, particularly bringing coherence and consistency to education communications and ensuring the organisation has access to a broad range of effective education and communication mechanisms to support stakeholder engagement.

### Accountabilities

- Contribute innovative ideas and coordinate, under direction, the development and delivery of education resources, programs and communication activities for a wide variety of audiences, with a particular focus on empowering and supporting the City of Yarra community.
- Support the delivery of virtual and in-person events, including planning, promotion, and delivery of stakeholder site visits and information sessions, for a broad range of external audiences.
- Develop and build productive relationships with a diverse range of stakeholders including the broader public, service agencies, government, justice system, educational institutions, and NJC staff to ensure the effective delivery of education programs and projects.
- Collaborate with NJC subject matter experts in developing engaging content to keep stakeholders informed about the work of the NJC.
- Support the NJC's engagement with students, volunteers, delegations, researchers, and international and domestic colleagues with an interest in community justice, including coordinating student and volunteer placements.
- Support the Manager, Education & Public Programs, and wider Program Innovation Team in ensuring strategic actions are delivered on time by assisting with project plans, schedules, data management and reporting.
- Keep accurate and complete records of your work activities in accordance with legislative requirements and the organisation's records, information security and privacy policies and requirements.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the organisation's occupational health and safety (OHS) policies and procedures.
- Demonstrate how the actions and outcomes of this role and work unit impact the organisation's ability to deliver, or facilitate the delivery of, effective support and services.
- Undertake other tasks as reasonably requested in line with the role.

### Key Selection Criteria

| Capabilities:                                 | Level Descriptor   |
|---|--|
| <b>Communicate with Impact (Accomplished)</b> | Makes a positive impression on others and comes across with credibility; Communicates orally in a manner that is clear fluent and holds the listeners' attention; Able to deal with difficult and sensitive topics and questions.                            |
| <b>Strategic Planning (Applied)</b>           | Ensures that day to day planning and work processes are in line with team/organisation strategy; Identifies and develops own and team objectives linking strategies to actions to achieve these; Guides others in strategic planning process                 |
| <b>Project Delivery (Applied)</b>             | Defines tasks to be delivered to meet agreed outcomes; Coordinates and guides others in the execution of work activities; Monitors progress of tasks against plans and takes corrective action when required   |
| <b>Self-Awareness (Applied)</b>               | Understands how emotional responses can be expressed in work situations and the impact they may have on self or others; Able to assess personal strengths and weakness using feedback from other team members leads to increased level of people engagement. |

| Behaviours   |   |
|--|---|
| <p><b>Service Excellence</b><br/>Committed to delivering quality outcomes and services.</p>  | <ul style="list-style-type: none"> <li>• Upholds high standards</li> <li>• Focused on meeting commitments</li> <li>• Dedicated to improving outcomes for clients, stakeholders and the work of courts and jurisdictions</li> <li>• Ensures services deliver public value</li> </ul>   |
| <p><b>Courage</b><br/>Always acts in the best interests of CSV and the jurisdiction concerned</p>  | <ul style="list-style-type: none"> <li>• Provides objective, frank and fearless advice within the organisation</li> <li>• Challenges inappropriate behaviours</li> <li>• Constructively challenges existing paradigms in pursuit of organisational growth and development</li> </ul>  |
| <p><b>Integrity</b><br/>Principled, and focused on honesty, transparency, objectivity and fairness</p>   | <ul style="list-style-type: none"> <li>• Consistently acts in accordance with the values of the public sector</li> <li>• Makes ethical decisions</li> <li>• Reports suspected misconduct, fraud and corruption</li> <li>• Identifies, declares and manages real or perceived conflicts of interest</li> <li>• Actively works to maintain public trust and confidence in Victorian Courts and Tribunals</li> </ul> |
| <p><b>Respect</b><br/>Values others and respects difference</p>  | <ul style="list-style-type: none"> <li>• Values diversity</li> <li>• Embraces a broad range of social, cultural customs values and beliefs</li> <li>• Inclusive and welcoming</li> <li>• Treats others fairly and equitably</li> <li>• Values and acknowledges the work and efforts of colleagues.</li> </ul>   |
| Specialist Expertise   |   |
| <ul style="list-style-type: none"> <li>• Experience in the design and delivery of education and public programs.</li> <li>• Strong public speaking and communication skills.</li> <li>• IT technical skills and knowledge of Microsoft Office 365, along with experience using graphic design software, email marketing platforms, online survey tools, and social media platforms.</li> <li>• Demonstrated skills in producing engaging content for different audiences.</li> <li>• Understanding of project management methodology.</li> </ul>   |   |
| Qualifications   |   |
| <p>Tertiary qualifications in a relevant discipline such as education, communications, marketing, public relations, project management or equivalent experience is desirable.</p>  |   |
| Important information  |   |
| <p>Court Services Victoria (CSV) is committed to creating a safe, respectful, and supportive workplace for everyone. We care about the physical and mental health of our staff, follow our legal responsibilities, and actively promote wellbeing.</p> <p>Working within every jurisdiction can be both meaningful and rewarding. At times, though, some roles may involve dealing with sensitive or challenging information. We understand this can be difficult, and we provide a range of support services and resources to help staff manage these situations and look after their wellbeing.</p> <p>Employees of CSV must comply with the Code of Conduct for Victorian Public Sector Employees, CSV policies and procedures, including CSV professional standards of behaviour.</p> <p>The salary range for this position is set out in Schedule C of the Victorian Public Service Enterprise Agreement 2024. Please refer to the Department of Treasury and Finance website (<a href="http://www.dtf.vic.gov.au">www.dtf.vic.gov.au</a>).</p> <p>As part of our commitment to a safe and respectful workplace, we conduct pre-employment checks for each appointment.</p> <p>Appointments to CSV are subject to satisfactory pre-employment checks which may include:</p> <ul style="list-style-type: none"> <li>• Satisfactory reference checks</li> </ul> |   |

- Nationally coordinated criminal history check (police checks)
- Misconduct screening
- 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)

These checks are handled confidentially and with care and are a standard part of our hiring process to ensure the right fit for both our candidates and the organisation.

CSV is committed to creating a culturally safe, respectful, and inclusive workplace that champions diversity.

We strive to make our recruitment process welcoming and inclusive by listening, understanding, and respecting diverse cultural needs. Through the work of our Koori Employment and Cultural Strategy team, we amplify Indigenous voices, promote meaningful participation, and uphold cultural autonomy.

Aboriginal and Torres Strait Islander people are strongly encouraged to apply for these opportunities.

We encourage people from all backgrounds to apply, women, LGBTQIA+ community members, people with disabilities, and those from culturally diverse communities.

If you require adjustments to the recruitment and selection process or require an alternative format to any of the application material, please don't hesitate to get in touch with the Talent Acquisition team via emailing [Careers@courts.vic.gov.au](mailto:Careers@courts.vic.gov.au).

Please visit CSV website for important information on Jurisdictions and business areas within CSV; Privacy – how we use your information; Health and safety. 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 refer to the [www.careers.vic.gov.au](http://www.careers.vic.gov.au) website for further information.