



Position Description

POSITION DETAILS	
Position Title:	Impact Lead, Koori Pathways - Data, Insights and Evaluation
Position Number:	C01092
Jurisdiction/Business Area:	CSV Corporate
Unit/Branch:	Dhumba Murmuk Djerring Unit
Classification/Grade:	VPS-5
Employment Status:	Fixed Term – 6 months
Position Reports To:	Senior Manager, Koori Pathways
Location:	Melbourne
Position Contact:	Chanel Kinniburgh – chanel.kinniburgh@courts.vic.gov.au
Special Measures	This is a Prioritised role – If you are an Aboriginal and/or Torres Strait Islander person, you are encouraged to apply. CSV will give you priority consideration, as per the Special Measures provision of the <i>Equal Opportunity Act 2010</i> .

ORGANISATIONAL ENVIRONMENT
Court Services Victoria (CSV) was established as an independent statutory body corporate to provide administrative and expert support to Victoria's system of self-administered courts. CSV provides corporate support services to the Supreme Court, the County Court, the Magistrate's Court, the Children's Court, the Coroner's Court, the Victorian Civil and Administrative Tribunal, the Judicial College of Victoria, and the Judicial Commission of Victoria. These entities and CSV are collectively known as 'Courts Group.' Courts Group's purpose is the public and independent exercise of judicial power, and it creates value for Victoria primarily by hearing and determining matters. CSV's purpose is to ensure that Courts Group is independent, sustainably resourced, and supported to deliver justice and safeguard Victorians' trust in the rule of law. CSV is a unique organisation within the Victorian public sector. It was established to enable Courts Group as a system of self-administered courts. Courts Group is led principally by Courts Council, which is comprised of each Head of Jurisdiction.

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/.

JURISDICTION INFORMATION

CSV Corporate

Court Services Victoria provides corporate services and facilities to support the performance of the judicial, quasi-judicial and administrative functions of Victoria's courts and tribunal, Judicial College and Judicial Commission.

Collectively, Victoria's Supreme, County, Magistrates, Children's, and Coroners courts, the Victorian Civil and Administrative Tribunal (VCAT), the Judicial College of Victoria, the Judicial Commission of Victoria, and Court Services Victoria (CSV) are referred to as the 'Courts Group'.

Our people enable the Courts Group to deliver on each jurisdiction's own strategic priorities while also pursuing strategic opportunities that are interconnected and deliver benefits more broadly.

TEAM PURPOSE

The Dhumba Murmur Djerring Unit (DMDU) provides strategic, cultural and policy leadership across the Victorian Courts Group to support improved justice outcomes for First Peoples. Established alongside the Koori Court, the Unit ensures culturally responsive, consistent and contemporary advice, guidance and information are available to Koori staff, Community and all court and tribunal users.

Working collaboratively across jurisdictions, the DMDU leads the strategic development, coordination and monitoring of Victorian Koori justice policies, programs and initiatives. This includes supporting whole-of-Courts Group responses to priorities arising from the Aboriginal Justice Agreement and requests from the Aboriginal Justice Forum.

Through cultural authority and strong partnerships, the DMDU drives system-level reform and embeds Aboriginal justice priorities into practice across courts.

ROLE PURPOSE

Reporting to the Senior Manager, Koori Pathways, the Impact Lead is responsible for driving the data, evaluation and continuous improvement function of Koori Pathways.

The role leads the development of fit-for-purpose case management, data collection and reporting systems that support service delivery, performance monitoring and strategic decision-making. Working closely with Aboriginal communities, Courts Group jurisdictions and key stakeholders, the Impact Lead ensures Koori Pathways is informed by evidence, community insights and culturally responsive practices.

The Impact Lead provides strategic advice through the analysis of quantitative and qualitative information, develops frameworks to measure outcomes and impact, and identifies opportunities to strengthen services and improve outcomes for Aboriginal and Torres Strait Islander peoples engaging with the Victorian courts and tribunals.

A key function of the role is translating data, evaluation findings and research into practical recommendations, performance measures, reporting products and briefing materials that support decision-making and continuous improvement across Courts Group.

Experience with the Microsoft Power Platform, including Power Apps and Power BI, and broader Microsoft 365 applications is desirable.

ACCOUNTABILITIES

- Undertake the following responsibilities in consultation with the Senior Manager, Koori Pathways and in accordance with organisational policies, procedures and standards:
 - Lead the development and continuous improvement of Koori Pathways case management, data and reporting systems
 - Develop frameworks and measures to assess program performance, outcomes and impact
 - Analyse quantitative and qualitative information to generate insights and support evidence-based decision-making
 - Build effective relationships with Aboriginal communities, jurisdictions and key stakeholders to inform service delivery, evaluation and system design
 - Identify and implement opportunities to improve services, systems and outcomes for Aboriginal and Torres Strait Islander peoples
- 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
• Data Literacy (Accomplished)	• Considers data volume, variety, velocity, and veracity to establish data collection (e.g. data parameters, data structure) and analysis (e.g. analysis equations, data visualisation) approach; Derives value from data sets to enable immediate and/or future decision making (predictive). May have expertise in formulation basic data models or algorithms.
• Innovation and Continuous Improvement (Accomplished)	• Uses understanding of clients or stakeholders' context to design and implement systems for continuous improvement within team or organisation; Reviews and analyses internal and external information to improve effectiveness and quality of work; Creates team environments where innovation and creativity are fostered and rewarded.
• Stakeholder Management (Accomplished)	• Identifies issues in common for one or more clients or stakeholders and uses them to build mutually beneficial partnerships; Identifies and responds to stakeholder's underlying needs; Uses understanding of the stakeholder's organisational context to ensure outcomes are achieved.
• Self-Awareness (Leading)	• Builds strong commitment of others towards continued personal development. Establishes mechanisms that enable communication of honest and constructive feedback at all levels.

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
Courage Always acts in the best interests of CSV and the jurisdiction concerned	- Provides objective, frank and fearless advice within the organisation - Challenges inappropriate behaviours - Constructively challenges existing paradigms in pursuit of organisational growth and development
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
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

Specialist Expertise
- Demonstrated understanding of Aboriginal and Torres Strait Islander communities, cultures and contemporary justice issues. - Experience developing or managing business systems, case management solutions, data platforms or reporting frameworks. - Experience using Microsoft Power Platform tools, including Power Apps, Power Automate, Power BI and Dataverse, or the ability to rapidly acquire this expertise. - Strong analytical capability, including the interpretation of qualitative and quantitative information. - Experience in program evaluation, performance measurement and impact reporting. - Understanding of Aboriginal Data Sovereignty principles and culturally responsive evaluation approaches is desirable.

Qualifications
- A relevant qualification in public policy, evaluation, data analytics, information management, Aboriginal affairs, social sciences or a related discipline is desirable. - Equivalent experience in impact measurement, business improvement, digital transformation, evaluation or strategy will also be highly regarded.

OTHER INFORMATION

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.

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.

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.

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 (www.dtf.vic.gov.au).

As part of our commitment to a safe and respectful workplace, we conduct pre-employment checks for each appointment.

Appointments to CSV are subject to satisfactory pre-employment checks which may include:

- Satisfactory reference checks
- 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.

This is a Prioritised role – If you are an Aboriginal and/or Torres Strait Islander person, you are encouraged to apply. CSV will give you priority consideration, as per the Special Measures provision of the *Equal Opportunity Act 2010*.

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 Diversity, Equity, Inclusion and Respect team via emailing PeoplePrograms@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 website for further information.