

Position Description

Position details	
Position title:	CISP Case Manager
Position number:	MC2048
Jurisdiction/Business Unit	Magistrates' Court of Victoria
Unit/Division:	Court Services
Classification/Grade:	VPS Grade 3.2
Employment status:	Ongoing
Position reports to:	CISP Team Leader
Location:	Melbourne Magistrates' Court, 233 William Street, Melbourne VIC 3000
Position contact:	Ella McIlree, ella.mcillree@courts.vic.gov.au 0428 457 011

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/>.

Role purpose

This role provides case management support utilising a client-centred and problem-solving approach to people on bail with a range of complex needs who are participating in the CISP program to engage with their rehabilitation and achieve positive behavioural change. The position is based at Melbourne Magistrates' Court.

Accountabilities

- Provide case management support; taking a holistic, strengths-based and collaborative approach.
- Communicating hope and optimism for change and applying a person-centred and evidence-based approach to support and enhance the client's motivation.
- Engage with clients through assessment and treatment planning to develop a person-centred individual support plan.
- Possess knowledge of the safe and effective delivery of evidence-informed interventions.
- Ability to assess and manage risks.
- Ensure clear communication, documentation, information security and confidentiality.
- Skilfully work with diversity in a way that displays respect and cultural sensitivity and ensuring that services are delivered in a way that is family/person-centred, and responsive to and inclusive of the diverse needs and backgrounds of all clients.

- Prepare reports on client progress and effectively speak to your work in a court setting.
- Build and maintain effective and collaborative relationships within the court and with external service providers.
- Develop knowledge of local service systems and referral pathways. Collaborating with other services to reduce barriers to service access.
- Maintain and extend professional competence through reflective practice, professional development and utilising supervision.
- 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
• Engaging with others Ensures activities anticipate and respond to the needs and expectations of clients, jurisdictional officers, and other jurisdictions, while respecting jurisdictional independence.	• Is supportive and inclusive when dealing with others. • Tries to understand the needs and perspectives of others. • Develops positive relationships with colleagues within CSV and across other jurisdictions. • Deals courteously and equitably with clients and other stakeholders. • Is responsive to client and stakeholder needs.
• Effective communication Communicates clearly and with influence; actively listens and responds appropriately to the audience.	• Writes in a clear, logical and grammatically correct manner. • Speaks clearly and concisely when providing information or responding to others. • Delivers information in a considerate and respectful manner. • Actively listens and adjusts communication style and messages to ensure clarity of understanding. • Delivers basic presentations to convey information.
• Continuous improvement Reviews, evaluates and adjusts work practices to generate improved outputs and outcomes.	• Reflects on how 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.
• Evidence based decision making Makes decisions after appropriate collection, assessment and analysis of information.	• Gathers information required to support workplace decision making. • Makes decisions based on facts and evidence. • Assesses the impact of decisions on own performance.
• Self-Awareness	• (Foundational) Recognises own emotional responses to a range of people or events, and the impact these can have on others; Recognises that problems or challenges are a normal part of working and actions can be taken to manage them.
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	
• Extensive experience in the assessment and case management of clients with complex needs. • Demonstrated capacity to provide a culturally responsive and inclusive service to clients. • Demonstrated client engagement and management skills, including motivational interviewing techniques. • Excellent case formulation and written communication skills.	
Qualifications	
• Tertiary qualification (minimum Diploma level highly desirable) related to case management practice with forensic clients; such as social work, psychology, welfare, drug and alcohol or another related field and/or relevant experience.	
Important 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.

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.

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.