

Position Description

Position details	
Position title:	Capability Development Lead, Family Violence
Position number:	MC2568
Jurisdiction/Business Unit	Magistrates' Court of Victoria
Unit/Division:	Court Practice and Strategy
Classification/Grade:	VPS Grade 5.1
Employment status:	Fixed term, 30 June 2027
Position reports to:	Principal Implementation Manager, Information Sharing
Location:	Level 10, 181 William Street, Melbourne
Position contact:	Berenice Turrent Serrat, Principal Implementation Manager, Information Sharing

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

The Capability Development Lead is part of the Court Practice and Strategy Division within the Magistrates' Court of Victoria, which is responsible for providing expert advice, tools and standards which drive the effective, quality, and consistent delivery of a range of practice areas across all MCV courts and programs.

This role contributes to the development of safe and effective family violence practice across MCV including court operations, the Service Centre, Specialist Courts and Programs and the Family Violence Practitioner workforce.

The role engages with court staff and key external stakeholders to build a shared understanding of schemes amongst workforce cohorts and support improved system responses.

In providing support to the Principal Implementation Manager, MARAMIS, the Capability Development Lead will be responsible for embedding MARAM and information-sharing responsibilities in the Magistrates' Court and Children's Court as required under Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child and Wellbeing Act 2005.

This role includes the design and delivery of small and large group training, individual coaching sessions and the development and leading of targeted activities to support the broader workforce capability strategy of the Court Programs and Strategy Division.

Accountabilities

- Lead the development and delivery of initiatives and resources that promote best practices in information sharing, risk assessment, and management (in line with the MARAM Framework and building on foundational practice).
- Identify knowledge gaps and barriers and develop and deliver targeted capability development plans for various workforces, including the central information sharing team, family violence practitioners, court support services case managers, and clinicians.
- Work closely with other programs within the Court Programs and Strategy Division to address identified knowledge or systemic gaps in the Specialist Courts and Programs workforce.
- Lead the development of targeted practice and capability development plans for various workforces that increase awareness of information-sharing legislation and build confidence in court workforces in using relevant provisions appropriately in relation to family violence and child wellbeing.
- Establish and maintain effective relationships with key internal and external stakeholders to support the embedding and continuous improvement of information sharing.
- Lead the development and distribution of reference material and guidelines in the provision of support of the reforms during and post-implementation of the information-sharing regimes.
- Support other Divisions with the implementation of other relevant initiatives, as requested.
- Other duties as required, commensurate with the classification of the role.

Key Selection Criteria

Capabilities:	Level Descriptor
• Effective Communication	• Communicates in a manner that effectively conveys purpose and meaning. • Uses appropriate advocacy, motivation and negotiation techniques to influence and manage others. • Listens to understand requirements, and adjusts communication mode, style and message accordingly. • Delivers effective customised and targeted presentations to convey information, and present a case.
• Influence and negotiation	• 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.
• Planning and Organising	• Demonstrates well developed planning and organisation skills. • Develops and applies systems and procedures to plan, organise and deliver operational outputs. • Sets priorities and monitors workflows to deliver workplace objectives within required timeframes. • Identifies, secures and allocates resources to deliver quality service outcomes.
• Future Focus	• Develops objectives that link to broader team and organisational objectives; • Considers future aims and goals of the team and organisation in prioritising own and others' work. • Integrates relevant technologies into own ways of working and supports others in this. • Proactively stays up to date with best practice and leading developments relating to expertise and area of work.
• Self-Awareness	• Coaches others to improve level of self-awareness. • Leverages emotional intelligence to create a safe space for sensitive conversations which leads to increased level of people engagement
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	
Family Violence	- Relevant qualifications in family violence and/or experience working with victim survivors and adults using family violence will be highly regarded. - Demonstrated understanding of the nature and dynamics of family violence and knowledge of family violence community resources and services
MARAMIS frameworks	- Demonstrated specialist understanding of the MARAM Framework and information sharing schemes. - Strong knowledge of the Family Violence and Child Wellbeing Information Sharing Schemes.
Qualifications	
Relevant qualifications in family violence or another related field will be highly regarded.	
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.	