

Position Description

Position details	
Position title:	Advanced Case Manager, Court Integrated Services Program (CISP)
Position number:	MC0930
Jurisdiction/Business Unit	Magistrates' Court of Victoria
Unit/Division:	Court Operations
Classification/Grade:	VPS Grade 4
Employment status:	Ongoing Full-time
Position reports to:	BSW Team Leader
Location:	Warrnambool Magistrates Court
Position contact:	Brendan Hollis via email: Brendan.Hollis@courts.vic.gov.au

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

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.

Role purpose

This role provides advanced case management support to people participating in the CISP program who present with a range of complex needs including mental illness and/or cognitive impairment, alcohol and substance issues, homelessness, family violence, and/or limited social supports to achieve recovery and/or stabilisation of their condition.

Accountabilities

- Provide advanced case management to clients with a range of complex needs, taking an 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 to the client and others.
- 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.	• 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.
Critical Thinking and Problem Solving Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions	• Seeks resolution of problems through policy or process guidelines; Otherwise seeks guidance by providing information and ideas relevant towards resolution of problem. Understands concepts enabling improvements in critical thinking and problem solving
Flexibility and adaptability Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results	• Accept changed priorities without undue discomfort. Responds quickly to changes. Comfortable working in collaboration with teams outside of own organisation
Interpersonal Skills Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner	• Sees things from another's point of view and confirms understanding; Understand motivations, needs and wants of stakeholders and their impact on service delivery; Tailor communications according to audience and/or audience preference
Innovation and Continuous Improvement Synthesise ideas and concepts across diverse disciplines to develop new and different ways of thinking, working or delivering solutions; Strives to improve efficiency, effectiveness, and quality of work	• Seeks opportunities for continuous improvement and ways to innovate; Offers suggestions and ideas, encourages others to do the same; Leverage on existing continuous improvement systems and procedures to improve outcomes, quality and efficiency of work; Creates space for learning and innovation by seeking for input and feedback from others
Self-Awareness (Foundational, Applied, Accomplished or Leading)	• (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. • (Applied) 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 • (Accomplished) 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 • (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	
• Extensive experience in the assessment and case management of clients with complex 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 family violence, disability, mental health and/or AOD needs Excellent case formulation and written communication skills.	
Qualifications	
• Tertiary qualification (minimum Diploma level; degree level highly desirable) 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	

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.