

Position Description

Position details	
Position title:	Court Support Services Case Manager (South West Region)
Position number:	MC1674
Jurisdiction/Business Unit	Magistrates' Court Victoria
Unit/Division:	Court Support Services
Classification/Grade:	VPS Grade 3.2
Employment status:	Fixed Term, 12 months until 27 August 2027
Position reports to:	Barwon Southwest, Court Support Services, Team Leader
Location:	Geelong Magistrates Court 11 Railway Tce, Geelong
Position contact:	Court Support Services Case Manager (South West Region)

Organisational 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

The Case Manager- CISP role provides client centred, strengths based and solution-focussed advanced case management support to clients who are participating in CISP, supporting clients with a range of complex psycho-social needs. This role plays a key role in the wider Court Support Services team and may provide support and flexibility to other Court Support Services or initiatives.

Accountabilities

- Provide advanced case management to accused persons with a range of complex needs, with particular focus on supporting clients with complex disability and mental health support needs.
- Engage with clients through assessment, referral and treatment planning to develop a person-centred support plan
- Identify client risks and develop risk management and/or harm minimisation strategies in relation to these risks.
- Support the identification and implementation of practice improvements that will enhance the quality of the program's response to clients with complex mental health and disability support needs.
- Prepare and present written court reports and provide advice or evidence to the Court, as required.
- Liaise, consult and negotiate with the judiciary, legal profession and court staff in relation to the management of clients within the court process and provide advice regarding the availability of appropriate services and programs.
- Actively reflect upon own practice and identify and participate in professional development opportunities.
- 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.
- 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.
Influence and negotiation Generates consensus and commitment from others and constructively resolves issues and conflicts.	• Effectively influences clients and other stakeholders. • Engages in negotiations that deliver mutually beneficial outcomes. • Promotes consensus decision making.
Continuous improvement Reviews, evaluates and adjusts work practices to generate improved outputs and outcomes	• Reflects on how effectively 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.
Delivers quality outcomes Demonstrates commitment to delivering high-quality services; strives to improve outcomes.	• Is committed to delivering high-quality services. • Meets expected outputs and performance standards. • Maintains quality of service despite constraints. • Follows through on service commitments to customers. • Delivers quality outcomes.

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
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	• 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

- Experience in the assessment and case management of clients with complex mental health and/or disability support needs.
- Knowledge of the mental health and/or disability service system and demonstrated capacity to establish and maintain effective stakeholder relationships.
- Knowledge of evidenced-informed practice models and frameworks for working with clients with complex mental health and/or disability support needs.
- This position has no direct reports with no financial delegation associated with this role. The role requires decisions to be made in relation to the case management of and risk to clients with a range of complex needs. The role may require travel to other program sites for meetings and training.

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.
- 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.

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.