

CORONERS COURT

POSITION DESCRIPTION



Coroners Court
of Victoria

Position details

Position title:	Family Violence Case Investigator
Position number:	NEW
Unit/Branch:	Coroner's Prevention Unit
Classification/Grade:	VPS Grade 4
Employment status:	Full time, 12-month fixed term contract
Position reports to:	Manager Family Violence
Location:	65 Kavanagh Street, Southbank 3006
Position contact:	Kelly Hinton, Manager Family Violence Kelly.hinton@courts.vic.gov.au

Organisational environment

The current Coroners Court of Victoria (CCOV) was established on 1 November 2009 with the introduction of the Coroners Act 2008 (Vic). CCOV is led by the State Coroner of Victoria.

Victorian families are at the centre of the work of CCOV – from conducting thorough investigations, providing respectful services and how court information and documents are shared.

CCOV has three roles:

Independently investigating deaths and fires. Certain deaths and fires are reported to the Coroners for independent investigation. Their investigations seek to establish the facts – when, where, how and why the death or fire happened.

Reducing preventable deaths. Wherever possible, the Coroner will suggest ways to prevent similar deaths or fires by making well informed and practical recommendations, based on the evidence before them.

Promoting public health and safety and the administration of justice. CCOV regularly reports on data and trends regarding preventable deaths in Victoria to help inform public health responses.

While providing a rewarding and meaningful work experience, the coronial jurisdiction is a sensitive, demanding and confronting environment. As such, our employees are exposed to a range of challenging experiences, images and materials. This includes, for many of our staff, in-person and/or phone interaction with families and loved ones in an emotional and distressed state. The environment can challenge employees in ways where the impact is not necessarily evident immediately but can accumulate over time.

With this in mind, CCOV takes very seriously its obligation to take all reasonable measures to create a psychologically safe workplace. Whilst we cannot eliminate the exposures to our employees, we can and do put services, programs and strategies in place to help mitigate the psychological impact of the exposures.

However, as an employee of CCOV there is a requirement for staff to proactively manage their psychological health. Employees are expected to be aware of their environment and take reasonable measures to maintain their health and wellbeing including by accessing proactive, early intervention and responsive programs and services. Employees are supported with this by being provided with the necessary training, plus ongoing guidance and support.

We aim to build a thriving workforce and we share the responsibility to make that happen.

For more information on CCOV, please visit our website at coronerscourt.vic.gov.au

Team context

The Coroners Prevention Unit (CPU) is a service established to assist coroners in identifying opportunities to strengthen public health and safety through well-researched, evidence-based recommendations.

It is the only multidisciplinary team of its kind in Australia, comprising specialist staff who work to identify any potential failures and other factors that contributed to the incident.

Coroners can refer matters to the CPU at any point during an investigation. Additionally, the CPU undertakes both individual and collaborative research projects to support coronial investigations, underpinning a better understanding of preventable deaths in Victoria.

Role purpose

The Family Violence Case Investigator is situated within the Coroners Prevention Unit (CPU) Family Violence Team. The CPU provides support to coroners to fulfil their prevention mandate to improve public health and safety.

The Family Violence Case Investigator plays a critical role in reviewing complex family violence-related deaths as part of the Victorian Systemic Review into Family Violence Deaths (VSRFVD). By providing thorough analysis and advice, the position supports coroners to formulate evidence-based and practical recommendations that drive systemic improvements, enhance responses to family violence, and reduce the risk of future deaths.

Key accountabilities

- Review and analyse complex coronial materials to identify the need for further investigation in suspected family violence related deaths.
- Provide high-quality verbal and written advice to coroners based on critical analysis of evidence, research and data.
- Identify individual and systemic factors contributing to family violence related deaths and opportunities for prevention and service improvement.
- Prepare case summaries, briefs and evidentiary materials to support coronial decision-making and expert review.
- Maintain accurate and timely records in line with legislative and organisational requirements.
- Liaise and collaborate with internal and external stakeholders to gather information and inform advice to coroners.
- Work collaboratively across CPU, VSRFVD and CCOV to identify trends, themes and systemic issues.
- Communicate complex information clearly and effectively to a range of stakeholders.
- Plan and manage workloads, priorities and deadlines to deliver high-quality outcomes.
- Contribute to a safe, respectful and psychologically healthy workplace.

Key Selection Criteria

SPECIALIST/TECHNICAL EXPERTISE:

- Experience in, and knowledge of, the family violence response system in Victoria (required).
- Experience in research and critical analysis, with the ability to synthesize and translate complex concepts and evidence into concise, clear reports (required).

CAPABILITIES:

Critical Analysis & Judgement

Critically examines information, identifies trends and patterns, considers options, and interprets key findings to produce informed advice and recommendations.

- Undertakes objective, critical analysis of ambiguous or incomplete information to identify patterns and relationships between complex issues.
- Generates and considers the likely implications of various courses of action.
- Involves colleagues and key stakeholders to formulate and provide a recommended course of action to support Coroners in their investigations.
- Makes balanced decisions using expertise and judgement, factoring in risks and being sensitive to the context.

Written Communication

Produces clear and concise written material with relevant information for the target audience.

- Produces clear and professional documents and reports appropriate for the intended audience.
- Develops concise and credible written correspondence to achieve the best outcomes for the Victorian community.
- Translates complex and sensitive information appropriately for the intended audience.
- Adapts writing thoughtfully to convey sensitive information to families and friends who have lost loved ones.

Collaborative Working

Works collaboratively across teams within the Coroners Court and with other agencies and stakeholders to achieve successful outcomes.

- Identifies opportunities to work with other teams to breakdown silos to deliver shared goals.
- Builds meaningful relationships with others to achieve shared and mutually beneficial outcomes for the Victorian community.
- Identifies, and works to resolve obstacles to knowledge or information sharing.
- Facilitates a supportive and cooperative team environment, while respectfully acknowledging different perspectives.

Plan & Prioritise

Understands work requirements and applies processes to organise, prioritise and manage time and resources to meet objectives.

- Identifies opportunities to review and improve systems relating to planning, organising and prioritisation.
- Determines team priorities and considers the impact of work across teams, and to the timeliness of coronial investigations.
- Ensures work plans are clear and include contingency provisions to ensure priorities are met, including ensuring that service and

support to families and friends who have lost loved ones is not adversely affected.

- Plans and priorities work in accordance with the goals of the Coroners Court.
- Responds proactively to changing circumstances and works with others to adjust plans and actions as necessary.

Attention to Detail

Applies precision and accuracy in work tasks and understands the importance of attention to detail.

- Undertakes a comprehensive and meticulous evaluation of information and data to ensure accuracy.
- Finds opportunities to provide constructive feedback to colleagues and stakeholders to ensure continuous improvement and address service delivery issues.
- Demonstrates trust in the capability of colleagues to deliver high-quality work.
- Demonstrates awareness of the impact of errors on family and friends who have lost loved ones and leads by example.

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

- 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.

QUALIFICATIONS:

Dignity and respect

Assisting family and friends in times of need.

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- A tertiary qualification in a related field (for example law, social work, criminal justice) is highly desirable.

Important information

Working at CCOV offers:

- the opportunity to work as part of a team that has a crucial role in independently investigating deaths and fires, reducing preventable deaths, and promoting public health and safety and the administration of justice
- flexible and innovative work practices that aim for a balance between work and family life
- a workplace committed to diversity and the promotion of a safe and inclusive work environment where all employees are respected, valued and supported.

Employees have access to a range of employment benefits and conditions. These include attractive salaries and training and development opportunities. Please see the www.careers.vic.gov.au website for further information.

CCOV is part of Court Services Victoria (CSV), a statutory authority established in July 2014 to protect and promote the independence of each of the courts and the judiciary.

As a distinct entity of CSV, CCOV is accountable directly to Parliament. While CSV provides and supports some administrative and corporate functions for CCOV, the State Coroner is responsible for establishing how the business of the court is managed.

CCOV employees are employed under the *Victorian Public Service (VPS) Enterprise Agreement 2016* which sets out the terms and conditions of employment. Please refer to the Department of Treasury and Finance website (www.dtf.vic.gov.au) for further information.

All appointments are subject to reference checks and National Criminal History Record checks. Some positions may also be subject to a medical check and/or Working with Children Check.

Employees of CCOV must comply with the Code of Conduct for VPS Employees and CSV policy and procedure.