

JOB PROFILE

Position Details	
Position Title:	Program Coordinator – West
Directly reports to:	Team Leader Program and Services
Location:	• Court based – Wyndham, Sunshine and Broadmeadows (opportunity to negotiate some WFH hours). • This position may be required to travel to cover the assigned geographical area of the role and Head office – 350 Queen St Melbourne.
Job Specifications:	• This position forms part of the Victorian Programs and Services Team. • 30 hours per week. Working hours and days are negotiable. Part-time position needs to cover all weekdays across a fortnightly work pattern. • The position is classified under the Social, Community, Home Care and Disability Services Industry Award 2010. • Starting salary is based at Level 5. • This is a 2-year fixed term position subject to ongoing funding.

The Organisation

About Court Network	Court Network is a frontline community organisation that supports people to access the court system. Our role is to empower and increase the confidence of court users to manage the requirements of the courts. Established in 1980, the organisation operates on a state-wide basis providing court-based non-legal support, information, and referrals to members of the community in both the criminal and civil courts. Court Network also provides a telephone and online service to court users. The service is delivered by highly trained volunteer Networkers across Victoria and Queensland who provide support on a non-judgmental and confidential basis.
Benefits of working at Court Network	• Up to three days additional leave over Christmas/New Year period • Family friendly flexible working arrangements • Paid parental leave • Ongoing training and professional development opportunities • A supportive and positive work environment • Employee Assistance Program (EAP) • Leave loading of 17.5% • Attractive not-for-profit salary packaging (this boosts your income by reducing the amount of tax you pay), with pre-tax superannuation contributions, general living expenses and entertainment benefits
Our Belief	We believe that access to justice starts with every court user being valued and heard.
Our Purpose	Our purpose is to provide the community with volunteers who stand beside, empower, and instil confidence in all court users.
Our Values	• Non-Judgmental: We meet people where they are, free of opinions and bias. • Connected: We are built on relationships and grounded in purpose. • Empowering: We foster confidence, support choice and build agency. • Adaptable: We are agile, embracing new challenges and opportunities. • Excellence: Driven by high expectations, we show up with professionalism and passion.

The Role

Job Purpose

The Program Coordinator plays a vital role in enhancing access to justice for vulnerable individuals in Victoria's metropolitan and regional courts by managing and developing a volunteer workforce that acts as front-line community service professionals. This role involves leading service operations, overseeing volunteers, and fostering positive relationships with courts, communities, and support services. The coordinator is responsible for coordinating Court Network operations, including In-Court and Telephone Services, ensuring effective volunteer management practices. Additionally, this position works to establish and implement best practices for Networkers and service delivery within the courts.

Description

Service Management

- As a member of the Programs and Services Team, be responsible for all aspects of service operations, and quality initiatives in accordance with Court Network's values, mission, and vision.
- Improve service quality including investigating complaints/grievances, incident and risk management and responding to court user, volunteer and stakeholder feedback, and review and respond service delivery data, within your area of responsibility.
- Ensure completion of timely and accurate data collection, including completion of referrals by Networker teams and the process within the CRM.
- Monitor, manage and report on emerging issues and risks regarding delivery of the service.
- Participate in planning, to achieve strategy, business plan priorities or other directions set by the State Manager, Executive Director or Court Network Board.
- In Collaboration with Team Leader develop and implement annual individual work plan related to strategic objectives.
- Support daily operations of Court Network Telephone and Online Services, participate in the Duty Lead roster, manage referrals, and engage with court users to ensure effective service delivery.
- Contribute to all areas of practice development related to volunteers and represent Court Network in Court and agency collaborative initiatives.
- Work with court users in Community Connections, to complete referrals and liaise with Community Connections partners when operating the Community Connections.

Volunteer Management

- Lead and support a team of volunteers including selection, induction, learning and development, reflective practice, supervision, support, performance management and debriefing.
- Oversee all aspects of the Volunteer Management cycle, ensuring alignment with CN policies and procedures to support best practices in recruitment, training, engagement, and retention of volunteers.
- Develop and support strong volunteer team culture and performance through ongoing communication, recognition and continuing education.
- Coordinate regular volunteer team meetings and ensure delivery of standard meeting agenda items.
- Participate in the delivery of volunteer training in partnership with the Recruitment, Learning and Development Team.

- Plan and deliver court orientation and reflective practice opportunities to continue education for volunteers, through practice discussions and volunteer reviews.
- Ensure volunteers understand and comply with relevant policies and procedures and practice standards ensuring high performing volunteer teams at all courts and services.

Partnerships Management

- Proactively build and maintain positive stakeholder relationships with relevant court-based and community services to develop and deliver Court Network services.
- Work collaboratively with key stakeholders within the court context representing Court Network in meetings and networks with stakeholders including magistrates, court staff and community organisations, including community legal services and family violence services.
- Develop appropriate referral pathways for court users in the community and court settings, building teams with strong referral practices.
- Support the Community Connections point, working with the CC coordinator and strengthening referral pathways
- Being available to cover leave of the coordinator at the community connections point at Wyndham

Governance and Compliance

- Contribute to the implementation of Court Network's quality assurance and continuous improvement system.
- Compliance with funding agreements, e.g. changes in shift coverage and/or contact numbers.
- Prepare internal accountability reports.
- Contribute to and comply with incident and risk management including identifying and controlling risks and hazards.
- Implement, and comply with, Court Network's values, code of conduct, policies and procedures to support safe and effective service provision and a safe working environment.
- Apply relevant Court Network policies and procedures and contribute to their review and development.
- Maintain accurate and up-to-date records of completed professional development activities.
- Other duties as directed; this may include a portfolio area (example: Family violence, CRM, VPER or others).
- Additional or changed key performance indicators may apply to individual roles through projects and/or change in funding agreements.

Values and Behavioural Expectations

As a member of Court Network, you are expected to uphold professional behaviour and contribute positively to the organisation's culture. These expectations are integral to your role and essential for maintaining a positive and productive work environment. The following outlines the key expectations for all employees.

Demonstrating Leadership	Upholding Organisational Culture and Image
- Lead by example, demonstrating a balanced and mature approach in all situations, regardless of your position. - Actively support and participate in change management processes, helping others adjust to change. - Be self-aware and recognise the impact your actions, decisions and communication have on others, the work program, and stakeholders. - Build and maintain positive, collaborative relationships that contribute to achieving the organisation's goals. - Make decisions that are aligned with Court Network's mission, vision, and strategic objectives. - Regularly seek feedback on your communication style and adjust it to meet the needs of different individuals and situations.	- Demonstrate professionalism, inclusivity, and respect in all interactions, setting an example for others. - Follow organisational policies, procedures, and behavioural standards to help create a safe and productive work environment. - Take responsibility for your personal growth and work to develop your skills in alignment with the organisation's culture and goals. - Act in ways that reflect the priorities and decisions of the organisation, showing ownership and support.
Maintaining Ethical and Values-Driven Behaviour	Fostering Team Collaboration and Focus
- Consistently behave in a way that reflects Court Network's values. - Always act with integrity, being honest and fair in all interactions and decisions, upholding trust and accountability. - Safeguard confidential and sensitive information (e.g. personal data, financial details, intellectual property, and internal discussions) in accordance with legal and organisational requirements. - Promote transparency by sharing important updates, insights, and information with your team and managers to support informed decision-making.	- Contribute positively to team efforts by participating in discussions, sharing ideas, and providing constructive feedback. - Resolve conflicts professionally, focusing on solutions and maintaining respectful working relationships. - Support team morale by fostering a positive and motivating work environment through respectful interactions and encouraging behaviour.

Position Requirements

Relevant Qualifications:

- Relevant tertiary qualifications e.g. social work, criminology, social science, community development; or
- Demonstrated experience in criminal justice or community services and a strong commitment to access to justice.

Skills and Experience:

- A Strong leadership skills and ability to influence staff and volunteers to achieve daily outcomes and quality standards.
- At least 3 years' experience working in a Coordinator equivalent role or similar.
- Demonstrated knowledge and skills in best practice volunteer management.
- A commitment to social justice and an understanding of the systemic barriers in place for those who are marginalised and vulnerable, including members of diverse groups within the community.
- Highly developed communication and interpersonal skills including conflict resolution, stakeholder engagement, and the production of quality program documentation.
- People management skills including managing conflict and having difficult conversations.
- Highly developed organisational skills and the ability to prioritise workload and multi-task.
- Highly developed computer literacy including proficiency in Microsoft Office suite including Outlook, Word, PowerPoint, and Excel, and experience with Microsoft Dynamics Customer Relationship Management platform.

Conditional Employment Requirements:

- Satisfactory National Police Check
- Satisfactory Working with Children Check
- Proof of the right to work in Australia