



POSITION DESCRIPTION

Position Title	Program Manager
Reports To	Victorian State Manager
Location	Court Network Head Office in Melbourne CBD and various courts in metropolitan Melbourne.
Job Specifications	<p>.8 EFT</p> <p>The position is classified as Community Service Employee Level 7, under the Social, Community, Home Care and Disability Services Industry Award 2010 (hereafter “the SCHCDS Industry Award”).</p> <p>A competitive remuneration package with salary packaging options will be offered.</p> <p>12 months initial contract with the option for on-going employment subject to funding.</p>
About Court Network	<p>Court Network provides programs and services to members of the community to assist them in the process of accessing the legal system. Established in 1980, the agency operates on a state-wide basis providing court-based support, information and referral to members of the community in both the criminal and civil courts.</p> <p>Court Network provides this service through the employment of both paid staff and volunteers who are located in the Magistrates’, County, Supreme, Children’s, Coroners Courts and VCAT within Victoria. Court Network also operates in Queensland in Brisbane, Cairns and Townsville.</p> <p>Court Network is committed to the promotion of knowledge about the legal system across the broader community, researching the issues affecting court users and promoting law reform.</p>
Our Vision	To provide the community with volunteers who stand beside, empower and instil confidence in all court users.
Our Mission	To provide support, information and referral to persons attending court and to advocate for the needs of all court users.



<p>Our Team</p>	<p>Court Network currently have a team of 9 staff members in the Melbourne head office (Executive Director, Victorian State Manager, Finance Manager, Training Manager, Administration and Events Manager, Program Managers and an Administration Assistant) and 6 Regional Program Managers who work with our volunteers across the state.</p>
<p>Job Purpose</p>	<p>The Program Manager will coordinate Court Network programs and services within designated courts in metropolitan Melbourne, managing and developing the volunteer workforce and maintaining positive working relationships between the courts, volunteer teams, Court Network head office, local court staff and support services.</p>
<p>Specific Capabilities</p>	<p>Program Management and Policy Development</p> <ul style="list-style-type: none"> • Contributes to Court Network service delivery objectives, develops and implements simple project plans to ensure the recruitment, selection, induction, training and continuing training and development of volunteers in the networking role • Supervision, support, debriefing and management of volunteers, including formal work appraisals • Coordinates regular court based team meetings of volunteers, developing the group as a team • Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets • Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations • Utilises feedback from complaints to improve programs and reviews own performance • Participates in the review and development of Court Network policy and utilises policies and procedures to guide work practices • Other tasks as required by the Victorian State Manager and/or Executive Director



Specific Capabilities	<p>Community and Interagency Relations</p> <ul style="list-style-type: none">• Works collaboratively with other organisations within the court context, representing Court Network in formal liaison with court registrars, magistrates and court personnel as required• Works collaboratively with other support organisations within the court context and in the community sector in formal and informal partnerships to achieve outcomes for court users• Maintains detailed understanding of current community issues and knowledge of relevant organisations, and identifies and responds to gaps in the provision of information to people using the courts <p>Professionalism</p> <ul style="list-style-type: none">• Manages time and uses tools effectively to assist with planning and organising, including supervision opportunities with Victorian State Manager• Observes professional boundaries and standards and assists others with ethical dilemmas• Takes responsibility for work outcomes and assists others to understand role and responsibilities• Assists with resolution of clients’/ members’ and colleagues’ problems• Demonstrates initiative and enterprise and supports others to work more effectively <p>Communication</p> <ul style="list-style-type: none">• Interpersonal skills: Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications• Writes accurate, clear and informative reports and communications that meet the needs of their intended audience• Articulates clear and respectful messages and information to volunteers, court users and colleagues• Public speaking: Uses relevant facts to express clear and logical arguments and opinions in meetings and other forums• Conflict management: Recognises differences of opinion and works toward the resolution of team conflict.
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Specific Capabilities	<p>Leadership and Team Work</p> <ul style="list-style-type: none">• Strategic focus: Contributes to Victorian program management team plans, and develops and implements an individual work plan related to strategic objectives• Attends at and participates in planning days and all staff forums• Offers constructive feedback in the Victorian program management team context and provides balanced and informed perspectives at team meetings• Recognises differences of opinion and works toward the resolution of team conflict at Victorian program management team level and at the court team level• Maintains and support a team culture consistent with the goals of the organisation and supports team members' development <p>Change and Responsiveness</p> <ul style="list-style-type: none">• Supports change management and assists others to adapt and adjust to change• Works collaboratively with people from different disciplines and shares skills and knowledge• Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement• Supports the use of new technology and develops skills to master new technologies• Maintains awareness of own skills and skill needs, actively works to address skills gaps and assists others to identify training needs <p>Governance and Compliance</p> <ul style="list-style-type: none">• Strategy: Contributes to team work plans and ensures that own work outcomes are achieved, including data collection and management of statistics relevant to the courts and volunteers• Quality: Contributes to enhancement of quality practices and ensures that own work meets quality requirements• Risk management: Contributes to identification and control of risks and hazards and takes advantage of emerging opportunities• OHS: Contributes to identification of OHS risks and hazards, and ensures adherence to policies and procedures by volunteers at courts in order to
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<p>Specific Capabilities</p>	<p>maintain the appropriate provision of services and a safe working environment</p>
<p>Key Selection Criteria</p>	<p>Key Selection Criteria</p> <p>Essential:</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in areas such as social sciences, justice, social work or community development, and/or experience in working in the community services sector in court support, preferably family violence support services • Management experience in community services context including direct supervision of paid staff and/or volunteers. • Experience in developing and supporting effective service delivery partnerships and collaborations • Ability to work as part of a team, particularly with volunteers • Highly developed interpersonal verbal and written communication skills • Computer literacy in current applications and programs • Current Victorian Drivers Licence <p>Please note: the successful applicant must be prepared to undertake a criminal history check including a Working with Children Check before commencement of employment.</p>
<p>Desirable</p>	<ul style="list-style-type: none"> • A knowledge of relevant law, policy, programs and services related to Court Network services, particularly in the provision of support to people affected by family violence.