



## POSITION DESCRIPTION | NETWORKER

<b>Position title</b>	Networker (Volunteer)
<b>Reports to</b>	Program Manager
<b>Location</b>	Insert relevant Court
<b>Other</b>	1 day per week
<b>About Court Network</b>	<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, Court Network provides court-based volunteer provided support, information and referral to members of the community in a number of courts and tribunals in Victoria and Queensland.</p> <p>Court Network operates in courts with the consent of the Heads of Jurisdiction and courts administration and in so doing must meet their expectations for a professional and developing service.</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> <p>Volunteer participation is integral to Court Network. It is a valued component enabling the organisation to achieve its mission in providing services to those in contact with the justice system.</p> <p>Court Network volunteers contribute time and service to a non-profit cause in their belief that their activity is beneficial to others and satisfying to themselves. In return volunteers are treated with respect and dignity through training, ongoing education, skills enhancement, support and responsible management.</p> <p>Volunteering provides an opportunity to participate in social change in line with the organisation's mission statement.</p> <p>Court Network volunteers have specific accountabilities that are outlined in this Position Description.</p>
<b>Our vision</b>	To provide the community with volunteers who stand beside, empower and instil confidence in all court users.
<b>Our mission</b>	To provide support, information and referral to persons attending court and to advocate for the needs of all court users.
<b>Our team</b>	Court Network currently has court or tribunal based teams of between 5 and 30 volunteers (Networkers) and daily work teams of between 2 and 6 volunteers (Networkers) across

	courts and tribunals in Victoria and Queensland. Volunteers are supported in their work by Program Managers, who are paid staff.
<b>Job purpose</b>	Provide non legal information, support and referral services to court users in the courts.
<b>Responsibilities of the role</b>	<p><b>1. DELIVERING SERVICE TO COURT USERS</b>  <b>Networkers proactively outreach to court users to help identify court users most in need.</b></p> <p><b>There are three areas of service delivery:</b></p> <p><b>(i) Information</b>  Networkers:</p> <ul style="list-style-type: none"> <li>• Provide non-legal information so that court users can know and understand their options while they are at court. Information should be provided in a way that empowers court users to make choices</li> <li>• Provide information about what happens at court and what services are available. This can include information about court procedures, safety procedures, as well as where to go for legal services and community based services that are relevant to the court user's needs</li> <li>• Assist court users from diverse language backgrounds by offering information in alternative formats, such as languages other than English when these are available and/or facilitating access to interpreters</li> </ul> <p><b>(ii) Support</b>  Networkers:</p> <ul style="list-style-type: none"> <li>• Provide personal and practical support to court users in an unobtrusive manner so as to enable court users to feel more in control of the decisions they make while at court</li> <li>• Work with different types of court users in a way that avoids making judgements or taking sides</li> <li>• Use both verbal and non-verbal communication to help court users feel that they are being heard and understood</li> <li>• Empathise with court users in a way that promotes dignity and respects confidentiality</li> </ul> <p><b>(iii) Referral to either on-site court support services or community agencies</b>  Networkers:</p> <ul style="list-style-type: none"> <li>• Assist court users to contact other services, both within and external to the court, when court users need or ask for this. This involves being aware of the diverse needs of court users, and understanding those that lie beyond the role of the Court Networker.</li> </ul>

<b>Responsibilities of the role</b>	<p><b>2. WORKING PROFESSIONALLY</b></p> <p>Networkers:</p> <ul style="list-style-type: none"> <li>• Follow Court Network procedures and guidelines and work within the boundaries set by court</li> <li>• Take responsibility for their work and exercise authority when their role requires it</li> <li>• Work cooperatively with one another and with others at court</li> <li>• Work within the Code of Conduct and guidance provided in Volunteer Policy Booklet</li> <li>• Work ethically, and seek guidance with ethical dilemmas</li> <li>• Are reliable and punctual, attend work as rostered, and manage their time well as part of a team with shared priorities</li> <li>• Use and maintain appropriate documents and records</li> <li>• Maintain standards of personal presentation appropriate for the court environment, including dressing appropriately (neat casual) with minimum jewellery, wearing Court Network lanyards</li> </ul> <p><b>3. COMMUNICATION</b></p> <p>Networkers:</p> <ul style="list-style-type: none"> <li>• Speak politely and respectfully, explaining issues and information clearly to court users and colleagues</li> <li>• Actively listen to colleagues and clients, ask appropriate questions when dealing with court users, and pass on relevant information accurately and appropriately</li> <li>• Provide accurate written information using forms, communications books and templates as required</li> <li>• Participate actively in team meetings and share information in a way that can improve the work environment, and the work itself, for everyone</li> </ul> <p><b>4. FLEXIBILITY AND CHANGE</b></p> <p>Networkers:</p> <ul style="list-style-type: none"> <li>• Learn and develop by taking advantage of opportunities to develop skills, by attending Continuing Education sessions, Team Meetings and other professional development opportunities provided through Court Network and in the community</li> <li>• Communicate to the Program Manager any concerns with job satisfaction, and any ideas for change or training needs arising from their work</li> <li>• Are positive about change and can adapt to new or different ways of working</li> <li>• Identify opportunities to do things better, develop ideas with others and assist with putting change into practice</li> </ul>
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<b>Responsibilities of the role</b>	<p><b>5. CONNECTIONS WITH AGENCIES AND COMMUNITY</b></p> <p>Networkers:</p> <ul style="list-style-type: none"> <li>• Establish and maintain good working relationships with court staff and other organisations</li> <li>• Present a positive image of Court Network to the public</li> <li>• Work alongside other organisations, both formally and informally, in ways that benefit court users and Court Network</li> <li>• Demonstrate commitment to social justice and social inclusion</li> </ul> <p><b>6. LEADERSHIP AND TEAMWORK</b></p> <p>Networkers:</p> <ul style="list-style-type: none"> <li>• Share information with each other</li> <li>• Participate in and contribute to team discussions</li> <li>• Respect the views of others and help work towards cohesion amongst the team</li> <li>• Value diversity in team, respect different styles for working, and support colleagues</li> </ul> <p><b>7. OCCUPATIONAL HEALTH AND SAFETY</b></p> <p>Networkers:</p> <ul style="list-style-type: none"> <li>• Do what they reasonably can to ensure their own safety and the safety of others in the court environment</li> <li>• Help identify and report Occupational Health and Safety risks and hazards when these arise</li> </ul>
<b>Key groups for liaison</b>	<ul style="list-style-type: none"> <li>• Court Network Office and Program Management staff</li> <li>• Court based and broader group of Networkers with Court Network</li> <li>• Court staff</li> <li>• Court based support services</li> <li>• Community support services</li> </ul>
<b>Key qualities of Networkers</b>	<p>Networkers are committed to Court Network's philosophy and work collaboratively with one another in a way that is welcoming, non-judgemental and compassionate for court users.</p> <p>Court Networkers are:</p> <ul style="list-style-type: none"> <li>• Collaborative: They work with others to achieve common goals, engender a spirit of teamwork, inspire trust</li> <li>• Ethical: They are truthful, have integrity and principles, reflect expected standards of behaviour and observe the Code of Conduct</li> <li>• Culturally aware: They respect difference in all its forms, they adapt their language to aid communication, they value diversity as a strength and positively utilise diversity</li> <li>• Client /team focused: They prioritise the needs of court users and team members, they aim for best results for court users and team members, they are outcome focused, they follow through with commitments</li> <li>• Positive: They have faith in own abilities, they are optimistic, they remain calm and focused when faced with difficulty</li> <li>• Inclusive: They recognise the rights of others, they are committed to social justice and social inclusion, and they make fair decisions</li> </ul> <p>Networkers have:</p> <ul style="list-style-type: none"> <li>• Highly developed interpersonal and communication skills</li> </ul>

	<ul style="list-style-type: none"> <li>• The ability to respond appropriately to a wide range of people, some of whom may be in crisis</li> <li>• Knowledge and understanding of the needs of people of diverse backgrounds</li> <li>• A commitment to develop self professionally in a complex volunteering role</li> <li>• Ability to manage change</li> <li>• A strong work ethic</li> <li>• Satisfactory Police Check, if applicable an International Police Check*</li> <li>• Current Working with Children Check</li> <li>• An email address and adequate IT proficiency to access electronically circulated information either through Court Network systems or court-based systems</li> </ul>
<b>How to apply</b>	<p>Contact office in:</p> <p><b>Victoria</b>  Level 5, 555 Lonsdale Street, Melbourne, Victoria, 3000  Telephone: (03) 8306 6966    <b>Email:</b> <a href="mailto:admin@courtnetwork.com.au">admin@courtnetwork.com.au</a></p> <p><b>Queensland</b>  The Queen Elizabeth II Courts of Law,  Brisbane Supreme and District Courts  Level 1, 415 George Street, Brisbane, Queensland 4003  Telephone: (07) 3227 7625    <b>Email:</b> <a href="mailto:brisbane@courtnetwork.com.au">brisbane@courtnetwork.com.au</a></p>

\*An international police check will be required if a person has lived in an overseas country for over 12 months in the last 10 years. This applies to every country a person has lived in if there was more than one.

*Networker to read, sign and date upon commencement*

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	