



POSITION DESCRIPTION

Revised: March 2019

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| Position Title | Program Manager - Townsville |
| Reports to | State Manager |
| Location | Townsville |
| Other | <p>Part Time – 15 hrs per week.</p> <p>The position is remunerated in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (hereafter “the SCHADS Industry Award”). Pay level to be determined based on skills and experience. Superannuation is paid and salary packaging is available.</p> <p>Working hours and days are negotiable but flexibility is necessary to establish relationships with all volunteers and court staff. Examples of working hours are Mon – Fri 3 hrs/day OR 3 days/week for 5 hours a day alternating attendance to cover the 5 days of the week. Other options are feasible. There is occasional travel with overnight stays.</p> <p>Contract position till 30 June 2020 (linked to duration of current funding. We anticipate funding will continue but cannot guarantee this).</p> |
| Job Purpose | <p>Court Network provides non-legal information, support, referral and advocacy to assist court users to access justice. Its programs and services are delivered by a volunteer workforce.</p> <p>The Program Manager manages Court Network programs and services in the Townsville Courts covering the Magistrates, District and Supreme Courts and QCAT and takes a leadership role in service and/or policy development. Areas of focus include general court hearings, Domestic Violence court and traffic court. This role will maintain and develop services to support the highly vulnerable individuals who attend these jurisdictions.</p> |
| Key accountabilities | <ul style="list-style-type: none"> • Effectively and accountably manage programs and services for court users. • Lead, develop and support a volunteer team • Plan and undertake projects to develop programs and services • Develop and maintain positive and purposeful stakeholder relationships including with court staff and community services. |
| Key activities | <p>Program management</p> <ul style="list-style-type: none"> • Plan and manage Court Network service delivery in Townsville courts in accordance with Court Network strategic and business |



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| | <p>plans; internal and external standards, policies and procedures; and funding/contractual requirements.</p> <ul style="list-style-type: none"> • Monitor and improve service quality including through use of information received as feedback and complaints. <p>Volunteer management</p> <ul style="list-style-type: none"> • Manage a team of approximately 20 volunteers including selection, induction, learning and development, supervision, support, performance management and debriefing. • Develop and support strong team culture and performance through communication, recognition and continuing education • Apply relevant CN policies and procedures and contribute to their review and development. <p>Community and Interagency Relations</p> <ul style="list-style-type: none"> • Work collaboratively with key stakeholders and represent Court Network in meetings and formal liaison. Stakeholders include magistrates, court staff and community organizations, including community legal services. • Maintain current awareness of relevant community services/resources and update CN referral/information resources. • Develop partnerships. <p>Governance and Compliance</p> <ul style="list-style-type: none"> • Maintain awareness of contracts relating to designated courts and ensure that work fulfils contractual obligations. • Prepare internal and external reports as required. • Quality: Ensure services meets quality requirements and that own work contributes to enhancement of quality practices. • Risk management including OHS: Contribute to identification and control of risks and hazards, ensure adherence to policies and procedures in order to maintain appropriate service provision and a safe working environment <p>Other tasks as required by the State Manager</p> |
| <p>Capabilities</p> | <p>Professionalism</p> <ul style="list-style-type: none"> • Manage work priorities and accountabilities effectively • Observe professional boundaries and standards • Demonstrate initiative and enterprise • Take a proactive approach to problem solving. |



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| | <p>Communication</p> <ul style="list-style-type: none"> • Model effective and professional communication including active listening, coaching, outreach and referral practices. • Capable communicator who meets the needs of the audience – in report writing, public speaking, meeting leadership and participation, conflict management <p>Leadership and Team Work</p> <p>Demonstrate leadership and team focus through:</p> <ul style="list-style-type: none"> • Supporting colleagues (in other sites) • Generating ideas and assisting with problem solving • Contributing constructively to planning & team meetings • Offering constructive feedback. <p>Change and Responsiveness</p> <ul style="list-style-type: none"> • Support change management and assist others to adapt and adjust to change • Maintain awareness of own skills and skill needs, actively working to address skills gaps. |
| <p>Key Selection Criteria</p> | <p>Key Selection Criteria</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications e.g. social work, criminology. • Program management experience in the community services sector • Understand issues affecting access to justice, including understanding the needs of people of diverse backgrounds • Demonstrated team leadership skills with capacity to lead and manage a team of volunteers • Well-developed stakeholder engagement skills • Highly developed interpersonal, verbal and written communication skills including ability to respond skilfully to a wide range of people, some of whom may be in crisis • Sound organizational skills and a record of working with a high degree of professionalism • Proficient in use of Microsoft Office suite. • Satisfactory Police and Bluecard checks |
| <p>Desirable</p> | <ul style="list-style-type: none"> • Specialist knowledge relevant to some or all of Court Network’s priority work areas – family violence, victims of crime, unrepresented litigants, volunteer management. |



Court Network

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| | <ul style="list-style-type: none">• Cert IV in Training and Assessment and/or experience and understanding of adult learning and development |
| How to apply for this position | <p>Send a cover letter (1-2 pages) and resume (up to 3 pages). The information in these documents should provide evidence of your claims in relation to the key selection criteria.</p> <p>Applications that do not meet these requirements will NOT be considered.</p> <p>Email your application to annette@courtnetwork.com.au</p> <p>Applications due: 8am Monday 8th April</p> |