



Case Management System Coordinator

POSITION DESCRIPTION FORM

Region / Portfolio:

Standards and Legal

Directorate / Command / District / Division:

Prosecution Services Division

Work Unit:

Prosecution Support
Prosecution Support Team

Position Description Number:

Generic 471

Level:

Level 3

Employment Conditions

Industrial Agreement/Award: Current PSA, PSCSAA and if applicable Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Various

This position is exposed to sensitive or disturbing content.

Position Objective

Coordinates and administers Case Management (CM) Systems within Prosecution Services Division and various task forces throughout the state. The position provides training and advice to users to ensure that the systems are utilised effectively and that all information entered and held on the systems meets legal and operational requirements.

Role of Work Unit

Prosecution Support contributes significantly to the efficient operation of the Prosecution Services Division (PSD) and investigation business units by providing resources at critical points in the Integrated Staged Brief Process (ISBP). The Prosecution Support Teams (PSTs) provide legal research, legal document drafting and court lodgement, brief compilation and disclosure services, judicial partner communication and brief administration support for the PSD.

Reporting Relationships

This position reports to:

- Paralegal Supervisor, Level 5

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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Key Accountabilities

1 Case Management Coordination (60%)

- 1.1 Attends major crime sites, as requested, to coordinate the provision of secure computer systems and access and initiate Case Management (CM) Systems for use by the investigating task force.
- 1.2 Advises and trains in the correct use of the CM System, including standards, protocols, documentation flow and the correct linking and indexing of information.
- 1.3 Undertakes the role of Administrator and oversees all operations to ensure correct use of the CM Systems to rectify any identified problems/errors.
- 1.4 Assists with the location, extraction and analysis of information from various CM Systems.
- 1.5 Assigns and coordinates security access to CM Systems and conducts security and integrity audits.
- 1.6 Provides a help-desk facility, including specialised problem solving
- 1.7 Provides weekly status reports and quarterly statistical returns.
- 1.8 Ensures that all information entered and held on CM Systems meets operational and legal requirements.
- 1.9 Ensures all information extracted from CM Systems is filed and stored in a confidential and secure manner.
- 1.10 Maintains an overall awareness of developments in CM Systems and the information technology industry relative to CM Systems.
- 1.11 Quality assures all investigative material entered into the case management system and rectifies anomalies.

2 Training (30%)

- 2.1 Develops, maintains and updates training programmes and User Manuals for Case Management Systems.
- 2.3 Delivers refresher training to registered users as required.

3 Testing/Development (5%)

- 3.1 Liaises with ICT, Intelligence Systems to test enhancements prior to implementation.

4 Other (5%)

- 4.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 4.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 4.3 Undertakes other duties as directed.

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Specialist Prerequisite(s)

Positions covered by this position description will require a negative vetting (NV) security clearance if working in the following:

- Crime Support and Services (NV1)
- Serious and Organised Crime (NV1)
- Financial and Cyber Crime (NV1)
- Major Crime (NV1)

If a security clearance is required the position holder must be:

- An Australian Citizen prior to the completion of the selection process;
- Successful in obtaining and maintaining a **NEGATIVE VETTING LEVEL 1** security clearance for the duration of their appointment in the position.

It is a requirement of this position that applicants undertake a psychological assessment to determine their suitability, and as an incumbent, agree to undergo periodical psychological assessments, as required.

Work Related Requirements

Essential	Context in which work related requirements will be applied and or general standard expected.
Knowledge of computerised Case Management Systems	Overseeing the use of CM Systems throughout the State. Training personnel in CM systems.
Communication skills	Training personnel in case management systems and producing User Manuals. Producing reports. Liaising with personnel at all levels. Providing advice and guidance to officers working in high pressure environments.
Computer skills	Understanding the fundamentals of information technology, including creating secure environments and security protocols. Providing a help-desk facility. Utilising standard and non-standard software.
Problem solving skills	Performing database queries and analysing results. Identifying and rectifying faults in a computer help-desk environment. Testing and evaluating enhancements.
Organisational skills	Prioritising workload and meeting timeframes. Organising the establishment of case management systems for task forces.
Ability to apply relevant legislation, policy and procedures	Relevant to the disclosure of documents and information.
Desirable	
Knowledge of Police investigative procedures	Ensuring information entered complies with legal and operational requirements.

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Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Leadership Context

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Personal Leadership**.

Certification

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Work Unit	Name	Date
Organisational Design Consultant Organisational Design and Analysis	Helen Mashiah	06/01/2026
Divisional Superintendent Prosecution Services Division	Shannon McGeown	06/01/2026