



Job Description Form

Supervisor Case Management

District Court

Position details

Classification Level: 3

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement
(and subsequent agreements)

Position Status: Permanent

Organisation Unit: Court & Tribunal Services, Higher Courts

Physical Location: Perth CBD

Reporting relationships

Responsible to: 008134 Coordinator Registry Services – Level 4

This position: 022725 Supervisor Case Management - Level 3

Direct reports: 020161, 020162, 020164 – Case Management Officer – Level 2

Overview of the position

Court and Tribunal Services is accountable for providing modern, responsive and affordable court, tribunal and other services that meet the needs of the community and judiciary.

The Supervisor Case Management is responsible for ensuring the accuracy of the District Court's records in line with approved record-keeping practice and policies, which includes quality assurance on the court's files. This involves developing and maintaining audit and reporting data sets, analysing data to identify issues and developing policies and procedures to ensure the accuracy of data is maintained and registry procedures comply with audit requirements.

This role contributes to the team by undertaking a range of case management, information management and customer service tasks for civil and criminal matters.

Job description

As part of the Registry Services team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.

- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

Role specific responsibilities

- Maintains timely management and movement of documents and files, and timely distribution of email enquiries received to the District Court inbox.
- Deals with difficult client enquiries and correspondence.
- Provides advice on court practices and procedures to all client groups.
- Develops and maintains procedure manuals in relation to registry processes and data maintenance.
- Undertakes the implementation of improved processes. Coordinates support activities that enhance and improve the levels of compliance informed by results from audit initiatives.
- Provides training and ensures appropriate written procedures and guides are available to internal and external customers including tutorials and self-help instructions.
- Develops and maintains audit reports to ensure all information contained in the Court's database and case files has been accurately recorded.
- Develops and implements case file audits, in particular, the review and distribution of data integrity reports pursuant to a schedule. Distributes reports to personal staff to encourage accurate data entry and file management.
- Assists with the performance of quarterly audits including the reconciliation of Integrated Courts Management System (ICMS) payments into the Trust Account.
- Takes action to mitigate risk relating to data integrity, record keeping and file management.
- Contributes to the achievement of a range of tasks associated with meeting reporting obligations, responding to audit queries and tracking progress on deliverables.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the achievement of goals and inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

Achieve Results

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and, ensure that tasks are completed within allocated timeframes are all fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

Communicates and Influences Effectively

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of others comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

Role Specific Criteria

- Working knowledge of court operations, policies and protocols.

Special requirements/equipment

Nil

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Executive Director

Signature: _____ Date: March 2026

HR certification date: March 2026