



Job Description Form

Case Coordinator

State Administrative Tribunal

Position details

Classification Level: 3

Award/Agreement: PSA 1992 / Public Sector CSA Agreement
(and subsequent agreement/s)

Position Status: Permanent / Temporary

Organisation Unit: Courts and Tribunal Services, Higher Courts

Physical Location: Perth CBD

Reporting relationships

Responsible to: Team Leader Case Management – Level 5

This position: Case Coordinator (Generic) - Level 3

Direct reports: NIL

Overview of the position

The State Administrative Tribunal (the Tribunal) provides access to a single, one-stop tribunal, which provides timely and impartial decisions on a range of civil and administrative matters, incorporating facilitative dispute resolution including mediation.

The role provides high level procedural advice and acts as the administrative conduit between the judiciary, Tribunal members, professional persons and members of the public using a team approach.

Receives and examines documents, liaises with interested parties, ensuring appropriate permission granted and party compliance with legislation, policy and procedure of all documents sought to be filed.

Manages and maintains comprehensive party case notes using the Tribunal's "Electronic Courts Management System" (ECMS).

Job description

As part of the case management team, the successful applicant will be expected to:

- Be an effective communicator 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 and support workplace initiatives to achieve common goals and best practice and facilitate business improvements as appropriate.

Role specific responsibilities

- Ensures effective two-way communication with the judiciary, Tribunal members, management, professional persons and self-represented persons.
- Ensures delivery of quality advice, information and assistance to all customers of the jurisdiction and works with the judiciary, Tribunal members and management to provide seamless customer service.
- Required to respond to more complex telephone and/or counter enquiries.
- Delivers, coordinates and conducts training of new staff by using a consistent approach in line with current process and procedures.
- Communicates effectively and presents training to a wide range of audiences.
- Manage cases in a case management environment, including examining applications and documentation in preparation of files.
- Produces and distributes Tribunal orders ensuring that orders are produced, quality is consistent and at a high level.
- Capitalises on the use of technology; supports and executes initiatives to implement change.
- Ensures issues and problems raised by stakeholders are resolved in a timely and appropriate manner.
- Attends hearings and provides administrative support as required.
- Records information ensuring all documentation is complete and is accurate according to Tribunal requirements.
- Provides policy and procedural advice to stakeholders of the Tribunal. Contributes to the development of strategies to meet legislative changes and practice and procedure. Ensures compliance with relevant legislation.
- Assists in the development and implementation of policy and procedure including reviewing and updating of procedures.

- Ensures effective and accurate document preparation, control and retrieval for the Tribunal. Collects and monitors data and ensures a high level of accuracy of data entry into the case management systems.
- Participates and contributes to a positive and innovative workplace environment.
- 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

- Experience working within a case management environment.
- Experience in training of staff in the workplace or in a similar setting.
- Experience in writing and producing written procedures which are used as a training tool.

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.

Director

Signature: _____ Date: 02/03/2021

HR certification date: March 2021