



Job Description Form

Case Manager

Office of Criminal Injuries Compensation

Position details

Classification Level:	3
Award/Agreement:	Public Service Award 1992/ Public Sector CSA Agreement (and subsequent agreement/s)
Position Status:	Permanent
Organisation Unit:	Court and Tribunal Services, Magistrates Court and Specialist Jurisdictions
Physical Location:	Perth CBD

Reporting relationships

Responsible to: Senior Case Manager - Level 4

This position: Case Manager - Level 3

Direct reports: Nil

Overview of the position

The Magistrates Court and Specialist Jurisdictions is accountable for:

Output 1: Judiciary and judicial support

Output 2: Case processing

Output 3: Enforcement of criminal and civil court orders

Output 4: Administration of victim support and counselling services

The Case Manager is responsible for ensuring the production of accurate and timely case management and administrative support to the judiciary and the Manager of Criminal Injuries Compensation (OCIC). The position liaises with a diverse range of stakeholders and is responsible for ensuring a quality service to victims of crime and other stakeholders in accordance with established legislation, policies and procedures.

Job description

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

- Always consider the unique risks associated with the Department's activities when undertaking all duties.
- Communicate effectively, 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 Department's chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem-solving skills, customer focus and alignment with Departmental strategic objectives.
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities.
- Support cultural and management reforms within the Department.

Role specific responsibilities

- Provides specialist case management advice, information and assistance to internal and external stakeholders in a trauma informed manner. Ensures that stakeholders are kept informed and expectations are managed.
- Provides an end-to-end case management service for an allocated caseload of applications for criminal injuries compensation, including:
 - Lodging and assessing new applications, ensuring execution and declarations are correctly made and supported.
 - Identifying and flagging legal or ethical issues with the Assessor.
 - Drafting a range of documents such as notices, schedules, evidentiary and multi-incident spreadsheets, letters, and awards.
 - Receiving and drafting correspondence for case management files, including researching and sourcing information to draft letters without a precedent.
 - Applying legislation and making recommendations including preparing lists that summarise issues to the judicial Assessor for determination.
 - Typing and interpreting reasons for decision and developing higher order legal understanding and implementation of knowledge.
- Interprets, summarises and collates supporting information from the applicant and various other sources such as the WA Police Force, Director of Public Prosecutions, Department of Health to assist with effective case management services.
- When required, organises applicant hearings and provides case management support before, during and after hearings for the Assessor. Performs functions aligned to a judicial support officer, including:
 - Finding and preparing witness summons'.
 - Liaising with process servers, police and bailiffs for service.
 - Preparing information for the Assessor.
 - Attending hearings and supporting the Assessor by executing video links, managing witness appearances, displaying exhibits electronically and carrying out post hearing processes including preparing documentation and updating stakeholders.
- Uses systems and undertakes data entry to ensure accurate records are maintained.

- Supervises solicitors on-site when examining documents, ensuring compliance with procedures and protocol is maintained.
- Participates in business improvement by continually reviewing current practice and standards for opportunity to build in procedural efficiency and effectiveness. Communicates proposed changes with senior staff and contributes to the development and implementation of business strategies.
- Assists with training new Case Managers in systems, practices, procedures and policies to ensure a uniformed approach to case management is continued.
- Identifies where applications, or material supporting applications are potentially fraudulent and brings them to the attention of the Senior Case Manager.
- If travelling to remote and regional areas of WA, ensures that business is conducted in a culturally safe and informed manner. Activities include:
 - Liaising with external stakeholder service providers.
 - Coordinating timetables.
 - Preparing and processing applications for the Assessor.
 - Basic financial management.
 - Applying for special entry permits into remote communities.
- May be provided with opportunity to participate as a committee member or part of a working group within the OCIC such as the ICMS Change Request Team and the Wellness Warriors.
- 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 other's 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

- Good research skills enabling the review of information to produce reports and provide advice.

Special requirements/equipment

The position holder may be required to travel within Western Australia for operational purposes.

When working in a centre/branch and/or head office that services regional areas, the position holder:

- May be required to be away from home for periods of time.
- May be required to drive vehicles.
- May be required to travel via airplane including light aircraft.

Certification

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

Executive Director, Magistrates Court and Specialist Jurisdictions

Signature: _____ Date: April 2026

HR certification date: April 2026