



Job Description Form

Case Management Officer

District Court

Position details

Classification Level: 2

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: Various – Supervisor/Coordinator – Level 3/4

This position: Various - Case Management Officer - Level 2

Direct reports: Nil

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.

Case Management Officers are responsible for providing high quality customer service to internal and external customers of the District Court of Western Australia. They provide an advisory service to all internal and external customers in relation to the practices and procedures of the District Court of Western Australia to support the Judiciary.

Case Management Officers undertake a range of case management, information management and customer service tasks for civil, criminal and miscellaneous matters. Case Management Officers will be trained in a broad range of tasks and will have the opportunity to move between teams to meet operational demand and support personal development.

At the discretion of the Manager Registry Services, the appointee may be rotated through positions in the District Court to meet changing operational demand or development needs.

Job description

As part of the District Court registry team, the successful applicant will be expected to:

- 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 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.
- Engage with cultural and management reforms within the Department.
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

- Operates within the boundaries of applicable legislation, Departmental policy, practice, and procedures.
- Receives and reviews materials filed with the Court to ensure compliance with legislation, policy, and procedure.
- Processes and progresses applications, documentation and other materials filed with the Court.
- Examines materials filed with the Court and (with supervision), determines appropriate action required. This may involved discussions with supervisor, manager or registrar to determine appropriate actions.
- Attends to internal and external customer enquiries, either in person, via telephone, mail, or email.
- Assist clients who have a broad range of needs - from self-represented people through to qualified professionals - and often in difficult and sensitive situations.
- Provides procedural information and assistance to litigants, lawyers, members of the public, judges, registrars, and court staff.
- File management including creating of files, generating paperwork, data entry, recording and retrieval of information using the Court's electronic case management system, directing court files for the attention of other personnel and quality assurance.
- Drafts letters, memorandums, attends to photocopying, emailing, filing and receipt and dispersal of general correspondence and Court documents.
- Where required, lists cases for hearings and notifies parties and legal practitioners.
- Where required, manages requests for transcripts, audio recordings and other information.

- Where required, manages the recording, storage, movement and transfer of materials before the Court, for example, exhibits, evidence and subpoenaed items.
- Where required, processes requests for access to Court records and information, for example, requests for access to transcripts of proceedings or documents.
- Where required, receives fees and balancing funds at the end of each day.
- Where required, attends to achieving, storage and records management.
- Provides administrative support and customer service across teams.
- Liaises across teams at the Court as well as with the legal profession, the judiciary, court staff and the public.
- Participates constructively and positively with team members and other workplace teams to achieve tasks and contributes towards a progressive and supportive team culture.
- Provides accurate information, checks, and confirms accuracy of information prior to release and takes responsibility for completion of work.
- Interprets and applies legislation, policies and procedures.
- 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 and how they are related to their work, understand the work environment and identify issues that may impact own achievement and contributes to team planning, draw on information from a range of sources and to use common sense to analyse what information is important, anticipate issues that could impact on tasks and identify risks and uncertainties in procedures and tasks are all important for this role.

Achieve Results

The ability to; monitor progress against performance expectations to ensure deadlines are met, communicate outcomes to manager, apply and develop capabilities to meet performance expectations, demonstrate knowledge of new programs, products or services relevant to the position, work to agreed priorities, outcomes and resources and be responsive to changes in requirements are fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with team members, other teams, colleagues and clients, share information with team members, seek input from others, contribute to team discussions and ensure that others are kept informed, maintain an awareness of personalities, motivations and diverse qualities, treat people with respect and courtesy and an ability to act on constructive feedback.

Exemplifies Personal Integrity and Self-Awareness

An ability to; listen when own ideas are challenged, provide accurate advice to colleagues and clients and to check and confirm the accuracy of information prior to release, take responsibility for mistakes and learn from them, acknowledge when in the wrong, seek advice and assistance from colleagues and supervisor when uncertain. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

Communicates and Influences Effectively

A demonstrated ability to; structure messages clearly and succinctly orally and in writing, focus on gaining a clear understanding of others comments by listening and questioning for clarity, check that own views have been understood, listen to differing ideas to develop an understanding of the issues are essential in this role.

Role Specific Criteria

- Able to learn how to interpret and apply legislation, policies and procedures.
- High level of computer literacy

Special requirements/equipment

At the discretion of the Manager Registry Services the appointee may be rotated through other positions in the District Court to meet changing operational demand or development needs.

Certification

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

Executive Director Higher Courts

Signature: _____ Date: 20 Nov 2024

HR certification date: December 2024