Job Description Form

020680 Program Coordinator – General Court Intervention Program

Magistrates Court and Tribunals

Position details

Classification Level: 7
Award/Agreement: PSA 1992/ Public Sector CSA Agreement 2019
Position Status: Temporary
Organisation Unit: Court and Tribunal Services, Magistrates Court and Tribunals
Physical Location: Perth CBD

Reporting relationships

Responsible to: 005874 Executive Manager Specialist Jurisdictions – Level 8
This position: 020680 Program Coordinator – General Court Intervention Program – Level 7
Direct reports: Team Leader – General Court Intervention Program – Level 6

Overview of the position

The Magistrates Court and Tribunals Directorate is accountable for:

Output 1: Judiciary and judicial support

Output 2: Case Processing

Output 3: Enforcement of criminal and civil court orders

Output 4: Enhancement of Aboriginal service throughout the state

The Program Coordinator will take a lead role in the development and implementation of the General Court Intervention Program, a pilot program trialing additional sentencing options, under the direction of the Project Manager. The pilot will provide support services to people on bail, including priority access to community treatment programs and services for those assessed as suitable. The Program Coordinator will initially assist with their establishment and then coordinate and oversee the ongoing service delivery, in conjunction
with relevant Departmental business areas and service providers. This will include the appropriate assessment, case management and targeted intervention to people on bail, brokering and procuring treatment programs and services and allocation of those resources. The Program Coordinator will maintain a broad focus to ensure that service delivery is consistent, culturally competent and based on empirical evidence.

The Program Coordinator will provide professional advice, undertake complex research and critical analysis, identify emerging issues and trends, contract management and prepare reports and updates in relation to the establishment and ongoing operation of the pilot General Court Intervention Program.

Job description

As part of the Magistrates Court and Tribunals team, the successful applicant will be expected to:

- Maintain focus on the Department’s goals concerning safety, security and rehabilitation
- 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
- Facilitate cultural and management reforms within the Department through leadership and engagement
- Represent the Department’s interest on committees and working groups as required.

Role specific responsibilities

- Contributes to the delivery of the Department’s change and reform plan focussing on strategic projects that impact on the Department and the justice system.
- Manages the development and implementation of the pilot General Court Intervention Program in consultation with relevant Department business areas, stakeholders and service providers, under the direction of the Project Manager.
- Identifies and assists with the procurement of required programs and services and manages the allocated budget; identifying future trends, organisational needs and government objectives when establishing the operation of the conditional bail pilot and General Court Intervention Program.
- Manages the contract administration and all core contract management functions; including performance monitoring and management, financial, risk and stakeholder management; and the negotiation and re-negotiation of contracts.
- Develops policies, practices and procedures and ensures compliance.
• Builds and sustains productive, collaborative relationships with key internal and external stakeholders to inform policy options and manage the implementation of the two pilot projects.

• Ensures appropriate systems are in place to support the evaluation of the pilot General Court Intervention Program, and assist the management of communication and information related to the project. Prepares briefing notes, reports and discussion papers as required.

• Ensures the appropriate service delivery of assessment, case management and targeted intervention to people on bail, and the provision of advice to courts in accordance with standards and timelines to ensure appropriate bail outcomes.

• Provides central coordination and allocation of community treatment programs and services for those people on bail who are assessed as suitable for such programs and services.

• 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 this position, the ability to demonstrate the following skills, knowledge and experience.

**Shapes and Manages Strategy**

The ability to; provide direction to others regarding the purpose and importance of their work, set work tasks that align with strategic objectives and communicates the expected outcomes, understand the Department’s objectives and aligns project activities accordingly, consider the ramifications of identified issues and evaluate their potential impacts on work plans and operational goals, gather and investigate information from a range of sources and explore new ideas and different points of view, investigate best practice approaches that may enhance service delivery are important for this role.

**Achieve Results**

The ability to; critically review project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, identify key talent that will enhance and support performance, remain flexible and responsive to changes in requirements, seek specialist expertise and capitalise on the expert knowledge and skills of others, set clear plans and timeframes for project implementation and outlines specific activities that support success, respond in a positive and flexible way to change and uncertainty, share information and own expertise with others, see projects through to completion, monitor project progress and adjusts plans as required to meet deadlines, commit to achieving quality outcomes and seek feedback from stakeholders to gauge satisfaction are all fundamental to this role.

**Builds Productive Relationships**

The capacity to; build and sustain relationships with a network of key people internally and externally, be proactive in offering assistance for a mutually beneficial relationship, anticipate and be responsive to internal and external clients’ needs, involves, encourages and recognises the contributions of people, consult and share information and ensures
that others are informed of issues, work collaboratively with the team, encourage the exploration of diverse views and try to see things from different perspectives, identify learning opportunities and strengths within the team and delegate tasks accordingly, set clear performance standards and provide timely praise and recognition, provide constructive objective feedback in a manner that gains acceptance and achieves resolution, deal with poor performance promptly are requirements for this role.

**Exemplifies Personal Integrity and Self-Awareness**

This role requires; a high level of personal commitment to integrity, professionalism, probity and personal development, adherence to the Code of Conduct, the ability to stand by own position when challenged, to seek advice and guidance when required, takes personal responsibility for meeting objectives and shows initiative and acts proactively to progress work to meet deadlines, able to remain positive and respond to pressure in a controlled manner – continues to progress work despite criticisms and setbacks, a strong commitment to learning and self-development and acceptance of challenges and new opportunities. Engage with risk by providing impartial and forthright advice, constructively challenging important issues and proposing solutions. Actively identifies and manages risk issues escalating as required.

**Communicates and Influences Effectively**

A demonstrated ability to present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences, approach negotiations with a strong grasp of key issues, able to frame persuasive arguments that take account of opposing views, encourage support from relevant stakeholders, strive to achieve outcomes that benefit both parties are all requirements for this role.

**Role Specific Criteria**

- Excellent communication and stakeholder engagement skills.
- Contemporary knowledge of the effective delivery of rehabilitation treatment programs and services within a criminal justice framework.

**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: 31/08/2020

HR certification date: September 2020