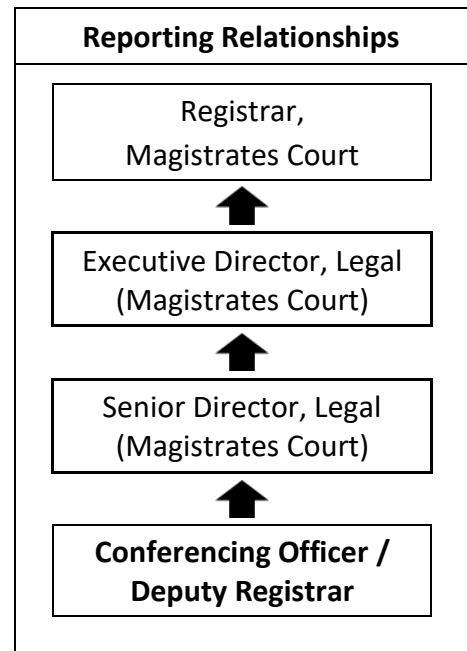




# POSITION DESCRIPTION

<b>Directorate</b>	Justice and Community Safety
<b>Business Unit</b>	ACT Courts and Tribunal
<b>Branch</b>	Registrar's Office (Magistrates Court)
<b>Position Number</b>	C08986 C09665 C11647
<b>Position Title</b>	Conferencing Officer / Deputy Registrar
<b>Classification</b>	Senior Officer Grade C (SOG C)
<b>Location</b>	Canberra City
<b>Last Reviewed</b>	March 2024



The Australian Capital Territory Public Service (**ACTPS**) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation as well as demonstrate the related signature behaviours.

The ACTPS supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

The ACTPS is committed to the principles of Reasonable Adjustment to ensure everyone has equitable employment opportunities.

## DIRECTORATE OVERVIEW

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The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and supports a democratic society
- Strengthens community safety;
- Protects people's legal and human rights and interests;

- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focused; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Fire and Emergency Services
- Minister for Police and Crime Prevention
- Minister for Corrections and Justice Health
- Minister for Human Rights, and
- Minister for Government Services and Regulatory Reform
- Special Minister of State.

## **BUSINESS UNIT OVERVIEW**

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The ACT Courts and Tribunal (**ACTCT**) supports the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. It provides the Supreme Court, Magistrates Court and ACT Civil and Administrative Tribunal (**ACAT**) with registry, court support, forensic, corporate and strategic services.

The ACTCT is led by the Principal Registrar and CEO appointed under the Court Procedures Act 2004 and has the following business areas:

- Executive
- Registrar Supreme Court (including Supreme Court Registry Operations and Sheriff's Office)
- Registrar Magistrates Court (including Magistrates Court Registry Operations and the Forensic Medicine Centre)
- Registrar ACAT (including ACAT Registry Operations)
- Corporate and Strategic Services.

## BRANCH OVERVIEW

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The Registrar's Office (Magistrates Court) provides support to the Magistrates Court and the judiciary including exercising statutory powers of a registrar of the court and providing legal, policy and procedural advice. The Magistrates Court registry provides high level administrative support to the judiciary in the performance of their roles, and to the parties and legal representatives who appear in the courts.

The Registrar's Office consists of the following areas:

- Family and Personal Violence Unit
- Coroners (including Coroner's Court and Forensic Medicine Centre)
- General civil and criminal including the Childrens Court and the Industrial Court
- Registry Operations

## POSITION OVERVIEW

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Conferencing Officers / Deputy Registrars in the Family Violence and Protection Unit (FPVU) are responsible for conducting a shuttle-based conference known as preliminary conferences in family violence, personal violence and workplace order matters.

The legislative framework for the conferences includes the *Family Violence Act 2016* and the *Personal Protection Act 2016*. The object of the conference is to facilitate settlement of proceedings by consent of the parties or alternatively to ensure that the application for a final protection order is ready for hearing as soon as practicable. Conferencing officers manage a busy daily list of conferences by working cooperatively as a team, together with administrative staff from the FPVU and Directors and Senior Directors of the FPVU. Parties in conferences are frequently unrepresented and may be experiencing violence and conflict. There may be related complexities of family law, child welfare or criminal matters.

The role of the conferencing officer role includes explaining and providing guidance on the conference process, and if required, connecting a party with support agencies co-located in the court such as Legal Aid ACT or the Domestic Violence Crisis Service as appropriate. It may also require the facilitation of other assistance services such as interpreters or the ACT Public Advocate. It may require facilitation of referrals to external mediation services in compliance with relevant rules and legislation.

Accurate recording of any agreement reached by the parties in the conference using the Court's electronic case management system and file management procedures is essential. The role has limited delegations as a Deputy Registrar of the Court and authorisation under the *Court Procedures Rules 2006* for the exercise of some statutory powers including the making of consent orders.

Conferences take place in person at the Magistrates Court. Conferencing Officer / Deputy Registrars will not be provided fixed rostered dates.

**NOTE:** The nature of the organisation is such that staff may be exposed to sensitive material or information that may be confronting and culturally sensitive. ACTCT provides support services and training to assist staff in being culturally aware, resilient and safe in the workplace.

## WHAT YOU WILL DO

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1. Conduct preliminary conferences in family, personal violence and workplace protection matters and exercise limited jurisdiction of a Deputy Registrar of the Magistrates Court under the *Court Procedure Rules 2006* (where delegated).
2. Maintain records and files in accordance with the *Territories Records Act 2002*.
3. Accurate recording and communication of conference outcomes.
4. Support development and implementation of programs, practice and procedure to support innovative and efficient operations of the ACTCT.
5. Support the ACTCT in leadership, management and building the capacity and professionalism of the organisation.
6. This position **does not** involve direct supervision of staff.

## WHAT YOU REQUIRE

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The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### **Professional / Technical Skills and Knowledge**

1. Demonstrated client services delivery including analysis of client needs and understanding of relevant support strategies and agencies.
2. Demonstrated oral and written communication skills, listening and negotiation skills including de-escalation techniques and the ability to interpret and apply legislation and explain legal processes and procedures succinctly and clearly.
3. Demonstrated proficiency in the use of electronic case management systems, IT systems and email, or the ability and willingness to develop such skills in a managed timeframe.

### **Behavioural Capabilities**

1. Demonstrated sound judgement and the ability to contribute to the development of a cooperative, high performing team including building and maintaining networks and relationships with key stakeholders.
2. Demonstrated high level time management skills and ability to work across multiple tasks at once.
3. Demonstrated ability to achieve results with integrity and acting in accordance with ACTPS Values and Behaviours.

### **Compliance Requirements**

1. Experience conducting and facilitating of conferencing, case management or alternative dispute resolution processes is highly desirable.

2. Accreditation under the National Mediation Accreditation System or ability to obtain accreditation is highly desirable.
3. To be eligible for permanent employment within the ACT Public Service you must be an Australian citizen or a permanent resident. To be eligible for temporary employment with the ACT Public Service you must hold a valid work visa, be an Australian citizen or a permanent resident.
4. The role is a casual roster position, hours are usually between 8:45 am and 1:00 pm Monday to Friday excluding Public Holidays
5. The successful candidate will be required to undergo a National Criminal History check.
6. This position **does not** require a Working with Vulnerable People Check.
7. This position **does not** require a pre-employment medical.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Conferencing Officer / Deputy Registrar (C08986 C09665 C11647)** and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never

Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

<b>SOCIAL DEMANDS</b>	<b>FREQUENCY</b>
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
Frequent travel – interstate	Never

<b>SPECIFIC HAZARDS</b>	<b>FREQUENCY</b>
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

<b>OTHER</b>	<b>FREQUENCY</b>
Dress Code	Frequently
Personal Protective Equipment (PPE) required	Never