

COURT NETWORK VOLUNTEER POSITION DESCRIPTION

Purpose and Description of the Court Networker Position

Court Network was established in 1980 to offer personal support information and referral to all court users.

Volunteer participation is integral to Court Network. It is a valued component enabling the organisation to achieve its mission in providing services to those in contact with the justice system.

Court Network volunteers contribute time and service to a non-profit cause in their belief that their activity is beneficial to others and satisfying to themselves. In return volunteers are treated with respect and dignity through training, ongoing education, skills enhancement, support and responsible management.

Volunteering provides an opportunity to participate in social change in line with the organisation's mission statement, 'Court Network will provide effective and innovative support, information and referral services to court users'.

Court Network volunteers have specific Responsibilities, Rights and Duties (Rights and Responsibilities listed below). The volunteers are managed by Program Managers and all are accountable to the Executive Director of Court Network.

Core Duties

Court Networkers are volunteers selected and trained to provide Support, Information and Referral to court users.

Support

- Provide personal support to court users in a non-judgemental manner;
- Ensure that safety needs of court users are met and;
- Ensure that cultural needs of court users are respected.

Information

- Provide information about Court Network services and the role of the Court Networker within the court(s); and
- Provide information about court procedures and processes, legal services, community based services, interpreting, child care facilities and safety procedures to the court user(s).

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Her Excellency
Ms Quentin Bryce AC
Governor-General of the
Commonwealth of Australia

Patrons:

The Honourable Chief Justice
Diana Bryant
Family Court of Australia

The Honourable
Chief Justice Marilyn L. Warren
Supreme Court of Victoria

The Honourable Chief Judge
Patsy Wolfe
District Court of Queensland



Court Network

Court Network

Incorporated as
Court Network
Reg. No. A2254B
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ABN: 85 517 169 601

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Fax: (07) 3211 2278
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brisbane@courtnetwork.com.au

Website:
www.courtnetwork.com.au

Referral

- Refer court users to legal, court and community services

Administrative specific duties

Co ordination, follow up and referral of service users including:

- a) Checking referrals, diaries, communication book, and contact sheets where necessary;
- b) Planning service delivery for the day as a team, notifying relevant court staff about Networker availability;
- c) Receiving and recording incoming referrals from Court Network Staff and ensuring that a Court Networker follows them up on the day the court user is to attend court;
- d) Keeping the required written and statistical records of court user and services provided;
- e) Preparing the Court Network office for the day and ensuring that it is prepared for the following day's team(s);
- f) Contacting Court Network office at the end of the day to receive any new referrals and to provide feedback;
- g) Contacting the Court Network office to refer court users to other court(s); and
- h) Ensuring that the filing cabinet and office are locked whenever unattended and that contact sheets and other service user details are kept secure and confidential.

Other Requirements of the Court Networker position includes:

- a) Contribute one day per week as a Networker;
- b) Attendance at a minimum of 75% regular team meetings each year, held quarterly;
- c) Participation in regular education training and information sessions provided by Court Network as part of ongoing skill development;
- d) Communicate to the Program Manager any concerns ideas for change or training needs arising from your work;

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- e) Participate in consultation about the Court Network service, its policies and service development;
- f) Convey (or encourage others to convey) any complaints about Court Network to the Executive Director or Victorian State Manager as appropriate;
- g) Communicate regularly with Program manager(s)/ about roster changes;
- h) Communicate any grievances or conflict with your Program Manager and be guided by them in relation to such;
- i) In consultation with the Program Manager contribute to the updating and expansion of information and referral resources available to Court Networkers in the courts; and
- j) Contribute to the maintenance of good working relationships with court staff and workers in other legal and community organisations.

Court Networker Responsibilities

Court Networkers have responsibilities to:

- Work within the Court Networker position description;
- Demonstrate understanding of and adhere to the organisation's Mission Statement, Statement of Values, Code of Conduct and Ethical Service Delivery, policies, and procedures;
- Primary responsibility is to Court Users;
- Maintain confidentiality;
- Report any matters which affect the organisation to Executive Director or the Victorian State Manager as appropriate.
- Treat others in the work place in a courteous and non-judgemental manner;
- Contribute to the maintenance of a healthy, safe, non-threatening environment;
- Keep up to date and informed about the organisation through regular attendance at Continuing Education Sessions offered by Court Network;
- Provide feedback in relation to job satisfaction to the Program Manager;

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- Participate in support, and appraisal mechanisms provided by the organisation (e.g. the volunteer annual feedback process);
- When required, contact the Program Manager to discuss debriefing and the process associated with Debriefing.
- Regularly attend team meetings and Work as a member of a team;
- Participate in the allocation of the day's tasks including referring to the communication book, diary, case sheets;
- Adhere to the expected arrival and departure times and adhere to process regarding absences.
- Communicate anticipated changes to the team roster to the Program Manager.
- Be appropriately dressed with minimum jewellery.

Court Networker Rights

Court Networkers have the right to:

- Work in a healthy and safe work environment;
- Have access to information about the organisation, its policies, procedures, protocols and any other information relevant to carrying out the duties of a Court Networker;
- Relevant initial training and continuing education;
- Regular updates of community and legal information and resources;
- Clearly defined responsibilities, rights and duties;
- Receive adequate support, debriefing and appraisal;
- Access to grievance and complaints procedures; and
- Refuse a particular work assignment or task within reason.

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