

## Job Profile

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Position: Administrative Services Officer

Division: Court Services, Coroners Court

Remuneration: ASO2

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### THE ORGANISATION

The Courts Administration Authority (CAA) is constituted by the *Courts Administration Act 1993*. The Act established the State Courts Administration Council as an administrative authority independent of control by executive government and to confer on the Council power to provide courts with the administrative facilities and services necessary for the proper administration of justice.

Participating courts of the Authority are the Supreme Court, District Court, Environment, Resources and Development Court, Youth Court, Magistrates Court, and the Coroner's Court.

### THE CORONERS COURT

The Coroners Court is an inquisitorial court responsible for investigating deaths that are reportable pursuant to the *Coroners Act 2003*.

The Coroners Court provides a broad range of services to the community by assisting bereaved families to understand the coronial investigation process. The cornerstone of coronial inquiry is to provide a thorough and impartial service to the community when investigating the cause and circumstances surrounding reportable deaths.

The coronial jurisdiction is a unique environment which deals with highly sensitive information and evidence relating to the circumstances and causes of a person's death and all staff must adhere to the strictest confidentiality practices.

### THE ROLE

The Administrative Services Officer provides a high quality administrative, clerical, and reception service by providing information on established practices and procedures to members of the public, the legal profession, police, and other court users. The role is

also required to prepare reports and correspondence from a database and assists in the maintenance and integrity of data entered on the Coroner's Court case management system which informs the National Coronial Information System (NCIS).

The role is located in the Coroners Court.

## **KEY RELATIONSHIPS**

Reports to the Operations Coordinator.

This position maintains key working relationships with:

- Coronial Services Officers
- Inquest Support Officers
- Social Workers

## **KEY ACCOUNTABILITIES / RESPONSIBILITIES**

The Administrative Services Officer will achieve the following objectives and key outcomes:

- Undertake reception, administrative and data quality assurance functions within the Coroner's Office.
- Provide information on the processes of the coronial system by telephone and in person.
- Communicate with next of kin by telephone and in person in relation to the coronial process.
- Coordinate and disseminate incoming and outgoing mail.
- Prepare correspondence and reports from computerised systems.
- Maintain stationery supplies.
- Process accounts and invoices for payment.
- Storage and return of exhibits, including medical case notes in accordance with established procedures.
- Maintain records of court file locations and filing.
- Assist with reports of death to the State Coroner by providing support to the Coronial Services Officers as required.
- Facilitate sharing of coronial outcomes with relevant external agencies.

## **SELECTION CRITERIA**

### **Essential**

- Proven ability to communicate effectively both in writing and verbally, in order to provide accurate and clear information to a range of stakeholders, including other statutory authorities, medical personnel, grieving families and the funeral industry.
- Ability to deliver a high standard of service and successfully deal with grieving and distressed people on a regular basis.

- Experience in providing a range of administrative services including file management, data entry and case note entries.
- Demonstrated ability to organise own work schedule and manage competing priorities within set timeframes in a demanding and diverse environment.
- Proven ability to work cooperatively in a team environment.
- Ability to contribute to continuous improvement and innovation within the office
- Ability to apply the principles of confidentiality, privacy, security, and work within accepted codes of conduct and procedures.
- Experience in understanding medical terminology and an ability to accurately spell complex medical and pharmacological terminology.
- Experience using a range of data management technology, tools, and techniques, including the Microsoft Office applications.
- Ability to manage traumatic and distressing information about deceased persons.

## **SPECIAL CONDITIONS**

The following special conditions apply to this position:

- Appointment is under the *Courts Administration Act 1993*. Terms and Conditions of employment are governed by the *Public Sector Act 2009*.
- Appointment is dependent upon a current National Police Certificate that the CAA finds satisfactory.
- As a justice agency, the CAA may receive details of spent convictions as part of any Criminal History Screening and use this information in the selection process.