

Position Description

Supreme Court of Victoria



Position Details

Title:	Trust Officer		
Business Unit:	Supreme Court of Victoria / Funds in Court		
Employment Status:	Full-time Fixed-Term 12 months	Last Updated:	November 2018
Salary Range:	\$82,574 – \$93,689 + superannuation	Classification:	VPS Grade 4
Reports To:	Beneficiary Services Manager via the Team Leader		
Location:	Level 5 / 469 La Trobe Street, Melbourne VIC 3000		

Position Purpose

The **Trust Officer** is a member of the Beneficiary Services Team and is accountable for services arising from day-to-day dealings with persons under 'legal disability' (beneficiaries) and their carers and, in particular, in respect of their requests to access their funds in Court. The position must balance and negotiate such requests and expectations with requirements set by the Judiciary.

The Trust Officer is primarily responsible for providing quality customer service, information and operational support for the effective dispatch and administration of court ordered funds for beneficiaries. Trust Officers assist beneficiaries to access their funds, either to purchase an item, for daily expenses or for larger transactions such as house and vehicle purchases.

The position reports to the Team Leader – Beneficiary Services and is responsible for a portfolio of client files.

Key Accountabilities

- Manage a caseload/portfolio of clients with awards ranging up to several million dollars providing efficient, timely and effective funds administration services for persons under disability to achieve Beneficiary Services standards. This includes providing competent and sound advice, information and guidance to clients, their representatives or family with respect to relevant legislation, processes and procedures of Funds in Court.
- Submit well researched, comprehensive memoranda along with sound recommendations for consideration by the Senior Master, or other Associate Judges, and the Judicial Registrar.
- Identify and escalate more serious beneficiary issues to the Senior Trust Officer, Team Leader and/or Intensive Support Team, as appropriate and provide operational support to the Team to enhance service delivery.
- Coordinate and conduct initial meetings with beneficiaries and interested parties. This includes initiating, maintaining and developing relationships with external stakeholders such as VCAT and OPA through attendance at meetings and hearings to achieve desired outcomes.
- Maintain current, accurate records in the Trust Management System [TMS], including completion of filing on a regular basis and meeting relevant audit requirements.
- Contribute to overall team performance and team ethos by demonstrating responsiveness, accountability,

integrity, respect and leadership and to maintain a safe and healthy workplace. This includes participating within Team and Beneficiary Services Meetings and actively contributing to process improvements and projects.

- Proactively engage in training and professional development to maintain high-level knowledge of issues relevant for persons under disability. This includes maintaining knowledge of the procedural and practical requirements of Funds in Court.
- Other duties as directed by the Team Leader / Beneficiary Services Manager.

Qualifications / Technical Expertise

- Knowledge of relevant legislation, particularly of the *Supreme Court Act 1986*, *Trustee Act 1958*, *Guardianship and Administration Act 1986*, and of the *Rules of Court*, as they impact upon the administration of funds in Court for persons under disability.
- Sound experience and advanced skills in the use of the Microsoft Office suite of applications and the capacity to learn and effectively implement a variety of recording, tracking, monitoring and processing systems.
- Highly developed work organisation skills with the capacity to set meaningful priorities within a changing environment, paying particular attention to detail in all undertakings with the ability to balance competing priorities.
- Well-developed financial literacy skills.
- Experience in the trustee or related industry would be highly regarded.

Key Capabilities	
Knowledge & Skills	• Written Communication – Produces a range of complex technical reports and recommendations on relevant issues which are evidence based and provide a sound basis for decision making. • Verbal Communication – Explains concepts in an accessible manner and develops effective presentations, building rapport and addressing underlying motivations and issues. • Interpersonal skills – Builds strong relationships and develops an understanding of others in order to motivate them and confidently address conflict situations. • Planning & Organising – Plans complex project and work programs aligned with business objectives, identifies and secures resource requirements, and anticipates and addresses barriers to achievement. • Influence and Negotiation – Gains respect from stakeholders, based on expertise, using effective negotiation techniques to motivate others and plan, negotiate and implement projects based on underlying trust in order to achieve objectives. • Problem Solving – Uses specialist knowledge and expertise to address complex problems, gathering relevant information and generating and testing a range of solutions and outcomes. • Stakeholder Management – Establishes relationships with stakeholders, develops effective stakeholder-oriented responses, and assesses, develops and negotiates innovative solutions to complex issues. • Service Excellence – Builds strong customer relationships based on superior service, plans and implements service improvement initiatives and effectively addresses service issues, and fosters a collaborative team spirit focused on service delivery.
Personal Qualities	• Decisiveness – Uses available information and exercises good judgment to make sound, timely and well-informed decisions. • Detail Focus – Undertakes finely detailed work in a precise and accurate manner. • Developing Others – Actively supports others and provides opportunities and practical assistance in developing their skills and capabilities. • Initiative and Accountability – Takes responsibility for actions and proactively implements work plan and addresses issues. • Continually strives to uphold FIC's values of Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership and Human Rights.

About the Supreme Court of Victoria

The Supreme Court of Victoria (the Court) is the highest court in Victoria and comprises the Court of Appeal and the Trial Division. The Court deals with major criminal and civil matters, plus appeals against decisions of lower courts.

Our Goal

To be an outstanding superior court.

Our Purpose

To safeguard and maintain the rule of law, and to ensure:

- equal access to justice;
- fairness, impartiality and independence in decision-making;
- processes that are transparent, timely and certain;
- accountability for the Court's use of public resources; and
- the highest standards of competence and personal integrity.

Funds in Court (FIC) is a self-funded division of the Court, whereby all funds paid into Court are held, invested, and administered by the Senior Master, who is an Associate Judge. The Senior Master holds funds, investments, and assets, principally for persons under disability. Please visit FIC (www.fundsincourt.vic.gov.au) for more information on our organisational context.

Additional Information

- Leave may be restricted during the financial year.
- Flexible working conditions may be negotiated (non judicial staff only).
- All appointments are subject to reference checks and the receipt of a criminal record check.

Employee Obligations

Occupational Health and Safety

The Court aims to maintain a safe, healthy and secure work environment for the Judiciary, all employees, jurors, clients, visitors and contractors. Achieving this aim is the responsibility of all of us. We all have the opportunity on a daily basis to ensure we support health and safety practices.

Respect in the Workplace

The Court values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. Employees of the Court must show respect for each other, the judiciary, visitors and contractors by treating them fairly and objectively and ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying.

The Supreme Court of Victoria is an equal opportunity workplace.

Employee Acknowledgement

I acknowledge that I will comply with all applicable legislation including the Occupational Health and Safety Act, Public Administration Act, Victorian Public Service Enterprise Agreement 2016. I further acknowledge that I will abide by and perform my duties in accordance with the Code of Conduct for Victorian Public Sector Employees and the policies and procedures of Funds in Court, the Supreme Court of Victoria and Court Services Victoria (as applicable to FIC).

Name: _____

Signature: _____

Date: ____ / ____ / ____