



## Courts Administration Authority

### JOB AND PERSON PROFILE

<b>Position title:</b>	Administrative Officer
<b>Remuneration level:</b>	ASO-2 (.5 FTE)
<b>Type of appointment:</b>	Temporary up to 12 months
<b>Hours per fortnight:</b>	37.50
<b>Last updated:</b>	November 2009
<b>Division:</b>	Coroner's Court

### Position Context

The position is located in the Coroner's Court. The Administrative Officer reports to the Coordinator, Operations and maintains working relationships with

- Coordinator, Operations
- Coronial Services Officers
- Inquest Support Officers
- Social Workers

### Position Summary

The Administrative Officer provides a high quality administrative, clerical and reception service by preparing correspondence and reports, providing information and advice to members of the public, legal profession, police and other court users and assists in the maintenance and integrity of data entered on the National Coronial Information System (NCIS).

### Key Responsibilities

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

- Providing information and advice on the practices of the coronial system by telephone or at the counter.
- Communicating with next of kin and distressed relatives over the phone and in person in relation to the coronial process.
- Make referrals to other staff (eg social work services) in line with established procedures.
- Coordinating and disseminating incoming and outgoing mail.
- Preparing correspondence and reports from computerised systems.
- Maintaining stationery supplies.
- Preparing accounts and invoices for payment.
- Storing and returning exhibits, including medical case notes in accordance with set procedures.
- Retrieving and returning of archived files to State Records.

- Maintaining records of court file locations and filing.
- Recording information in accordance with NCIS requirements and undertaking quality assurance checks of the data and providing feedback to staff involved in the process.
- Arranging for the provision of additional data relating to the reporting of deaths from the police, doctors and/or other parties where initial data entered onto the NCIS database is deficient.
- Assisting with reports of death to the State Coroner by providing any necessary support to the Coronial Services Officers as required.
- Assisting with the preparation of legal documentation associated with the coronial process and processing other routine correspondence to next of kin through the local case management (MUNNCI) in an accurate and timely manner.

## **PERSON PROFILE SELECTION CRITERIA**

### **ESSENTIAL REQUIREMENTS**

The following skills/abilities/knowledge/experience/qualifications are essential to successfully perform the requirements of this position.

#### **Personal Capabilities**

To successfully perform in this role the Administrative Officer must have the following personal skills/abilities/aptitudes:

- Good communication skills in writing and orally
- Ability to successfully dealing with grieving and/or distressed people.
- Ability to work successfully as part of a team.
- Ability to effectively display accuracy and attention to detail in data entry and the processing of documents. Experience in the use of computerised data management systems and Microsoft Office packages.

#### **DESIRABLE CAPABILITIES**

While not essential, it will be considered favourable if the Administrative Officer has some or all of the following skills / abilities / knowledge / experience / qualifications:

- Experience in successfully dealing with grieving and/or distressed people.
- Knowledge of the courts administration structure and of the principles of judicial independence.
- Knowledge of the principles of the *Public Sector Management Act, 1995, Equal Opportunity Act, Occupational Health Safety and Welfare Act.*

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**Working Environment**

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As an employee of the Courts Administration Authority you will be required to:

- Actively participate in the Court Administration Authority's Performance Management program.
- Comply with, and contribute to, meeting workplace legislative and policy requirements, including occupational health, safety and welfare and records management.
- Maintain the ethical and behavioural standards outlined in the Code of Conduct for South Australian Public Sector Employees

You may be required to:

- Undertake intra or inter state travel which may necessitate overnight absences,
- Work outside of the normal hours of work.
- Be assigned to another position at the same remuneration level if required by the State Courts Administrator

Flexible working arrangements may be available depending on business needs.

The Courts Administration Authority is a smoke free workplace.

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**Special Conditions**

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The following special conditions apply to this position:

- The Administrative Officer will be required to undertake reception, administrative and quality assurance functions on a rotational basis within the Coroner's Office.
- Appointment is under the *Courts Administration Act 1993*. Terms and conditions of employment are governed by the *Public Sector Management Act, 1995*.
- May be directed to work in any city/metropolitan location either on a temporary or ongoing basis.
- The appointee may be subject to a criminal history clearance prior to confirmation of appointment.

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**Job and Person Profile Approval**

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**Approved by State Courts Administrator  
(or Divisional Head).....**

**Date:**

**Acknowledged by Employee.....**

**Date:**