



Job Description Form

Senior Victim Engagement Officer

Victim Engagement Unit

Position details

Classification Level: 5

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement
(and subsequent agreements)

Position Status: Permanent

Organisation Unit: Office of the Commissioner for the Victims of Crime, Victim Services

Physical Location: Various (Metropolitan or Regional)

Reporting relationships

Responsible to: 022848 Team Leader Case Management - Level 6

This position: Senior Victim Engagement Officer (Generic) – Level 5

Direct reports: Nil

Overview of the position

The Office of the Commissioner for Victims of Crime (OCVoC) promotes and safeguards the interests of victims of crime in the Western Australia justice system and is responsible for the coordination and oversight of the Departments response to victims of crime including policy and legislative reform, providing advice to government, and building collaborative work arrangements within the Justice portfolio, public sector and broader community.

The OCVoC assists with victim information and engagement, projects and investigations of strategic significance, business improvement initiatives and provides support and advice to the Director General and Attorney General on highly sensitive and confidential victims of crime issues.

The Senior Victim Engagement Officer (VEO) is responsible for assessing and managing complex cases, providing expertise and guidance to the victim engagement team and ensuring the delivery of victim engagement services. The position assist in the development and delivery of engagement strategies and initiatives to ensure the protection of victims of crime in the Western Australian justice system.

Job description

As part of the Victim Engagement Unit, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

- Provides effective service delivery of complex case management victim services to ensure timely, responsive, professional, customer focused, compliant and cost-effective services.
- Prepares, collates, coordinates and quality controls reports and makes appropriate referrals to services as required.
- Reviews and completes complex case management and assessment reports to ensure compliance with legislation, rules and policies in the formulation of appropriate recommendations to releasing and supervising authorities.
- Manages high profile, complex cases that require the consideration of multiple factors, ensuring Departmental policies and procedures are upheld.
- Liaises and consult with internal and external stakeholders regarding operational service delivery and case management services as required.
- Develops and maintain effective relationships with stakeholders, including government and non-government organisations to initiate, negotiate and facilitate linkages and access for participants to a range of appropriate services in line with program requirements.
- Contribute to prioritising work for the team and ensure all case management practices meet required standards/requirements.
- Provides coaching, training and mentoring to stakeholders and staff to ensure victim engagement services are delivered, enhancing the capability within the team.
- Participates in the development of quality practice and continuous improvement in the delivery of services.
- Contributes to ongoing improvement of operational service delivery by sharing knowledge and identifying opportunities for process improvement.

- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

Achieve Results

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

Builds Productive Relationships

The capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

Communicates and Influences Effectively

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

Role Specific Criteria

- Demonstrated experience in providing a range of operational services within a complex and highly regulated environment.

- Demonstrated understanding of contemporary and complex case management methods, issues and challenges with the ability to identify risks and issues and provide practical solutions.

Desirable

- Contemporary knowledge of the justice system and issues that affect victims of crime.

Special requirements/equipment

- This position is identified under Section 6 of the Working with Children (Criminal Record Checking) Act 2004 as Child Related Work. Applicants must have a current Working with Children Check to be eligible for appointment to this position.
- The position holder must hold a current and valid 'C' or 'C-A' class driver's licence or equivalent.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Commissioner for Victims of Crime

Signature: _____ Date: 17 Dec 2024

HR certification date: December 2024