



# Job Description Form

Generic

## **Victim Support and Child Witness Officer**

### **Victim Support and Child Witness Service**

#### **Position details**

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Classification Level: Level 5

Award/Agreement: *Public Service Award 1992 /PSGOGA 2019*

Position Status: Permanent

Organisation Unit: Court and Tribunal Services Division  
Court Counselling and Support Services Directorate

Physical Location: various

#### **Reporting relationships**

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Responsible to: 007990 and 020600  
Team Manager Victim Support and Child Witness Service  
Level 3 Specified Callings

**This position: Victim Support and Child Witness Officer**

Direct reports: nil

#### **Overview of the position**

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Court Counselling and Support Services is accountable for supporting the Court and Tribunal Service outputs related to:

- Judiciary and judicial support,
- Case processing
- Enforcement of criminal and civil court orders
- Administration of victim support and counselling services.

The Victim Support and Child Witness Officer assists the Team Manager by contributing to the leadership and management of the Victim Support and Child Witness Service.

## **Job description**

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As part of Court Counselling and Support Services, the Victim Support and Child Witness Officer 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.

The Victim Support and Child Witness Officer will be responsible to:

- provide case management, information and support to Victim Support and Child Witness Service clients;
- for victims of crime, provide trauma support, counselling and assistance;
- for child witnesses, provide practical and emotional preparation and support;
- where required and / or requested, undertake assessments of Victim Support and Child Witness Service clients;
- respond to calls, queries and referrals to Victim Support and Child Witness Service clients;
- provides consultation, advice and liaison with stakeholders involved in Victim Support and Child Witness Service.

Court Counselling and Support Services supports the principles of a Child Safe Organisation which values children, maintains a safety focus, responds to any disclosures, allegations or suspicions of harm, and provides positive interactions and environments for children.

## **Role specific responsibilities**

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- Provides advice to the Team Manager on issues relating to, and effective delivery of, the Victim Support and Child Witness Service, and contributes to the development and implementation of Service Business Plans including the development of operational level policy, procedures and standards.
- Provides court based and preparation services to child witnesses in line with judicial guidelines in metropolitan and country areas as required.
- Provides trauma support, counselling, assistance, information and support to individuals and families affected by crime and advocates, provides and arranges referrals with government and non-government agencies.

- Undertakes assessments to inform intake, psychological support, safety, special witness status, needs of child witnesses and the provision of reports and strategies as required.
- Provides as appropriate consultation, assessment, information, support and intervention in response to all calls, queries and referrals to the Victim Support and Child Witness Service.
- Provides court based services to Victim Support and Child Witness Service clients and case manages Victim Support and Child Witness Service cases.
- Works collaboratively with other team members and services in the directorate.
- Undertakes appropriate record keeping consistent with departmental regulations and maintains database in a timely manner.
- Identifies and assesses cultural issues pertinent to victims and develops strategies to address these issues.
- Provides training and information sessions to agencies as required and assists with the training and supervision of volunteers and students.
- Implements organisational policy, procedures and legislation relating to victim support services.
- Develops and maintains relationships, and liaises and communicates with key stakeholders within and outside the Department of Justice.
- Keeps informed of emerging issues for victims of crime and shares information with other staff.
- Contributes to and implements strategies to achieve a positive and innovative organisational culture.
- Contributes to and implements continuous improvement strategies.
- Travels to and performs duties at Victim Support and Child Witness Service locations as available and required.
- Undertakes projects as required and any other duties as directed.

## **Job related requirements**

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

### **ELIGIBILITY**

Current holder of or ability to obtain the relevant clearance under the *Working with Children (Criminal Record Checking) Act 2004* (the Act).

This position is identified under Section 6 of the Act as “Child Related Work”. Applicants must have a current Working with Children Check or be able to successfully apply for one to be eligible for appointment to this position.

### **ESSENTIAL**

1. Significant experience in delivering services in a social/behavioural science environment.

2. Well developed ability and skills in undertaking assessments, developing client plans, and case management.
3. Well developed ability to engage, assess need, and identify and develop strategies that support children and families.
4. Well developed conceptual, analytical and decision making skills.
5. Effective written, verbal and interpersonal communication, which reflects self-awareness and a capacity to understand the perspective of others.
6. Experience in and ability to demonstrate counselling skills including the ability to apply a range of case work skills.
7. Demonstrated ability to work independently and to establish and maintain effective working relationships with stakeholders.
8. Knowledge, experience and skills in working with children, individuals and families affected by trauma and the issues and dynamics for victims of crime and child witnesses.

### **DESIRABLE**

9. Knowledge and understanding of the current legislation as it applies to the evidence of children.
10. Understanding of and ability to work within a court system.
11. A qualification in social and/or behavioural sciences.

### **Special requirements/equipment**

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Nil

### **Certification**

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

Dr Adam Tomison, Director General

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification  
date: 22 November 2019