



Job Description Form

Generic Child Witness Worker

Position details

Classification Level: Level 2 Specified Callings

Award/Agreement: *Public Service Award 1992 and Government Officers Salaries Allowances and Conditions Award 1989*

Position Status: Permanent

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

Physical Location: Perth Metropolitan Area

Reporting relationships

Responsible to: 006361 Manager – Child Witness Service – Level 3 Specified Callings

This position: Child Witness Worker - Level 2 Specified Callings

Direct reports: nil

Overview of the position

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 Child Witness Worker assists the Child Witness Manager by contributing to the leadership and management of the Child Witness Service.

Job description

As part of Court Counselling and Support Services, the Child Witness Worker 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 Child Witness Worker will be responsible to:

- provide case management, information, practical and emotional preparation and support to Child Witness Service clients;
- where required and/or requested, undertake assessments of Child Witness Service clients and provides reports to court;
- provide advocacy and referral to other services for Child Witness Service clients;
- respond to calls, queries and referrals to the Service; and
- provide consultation, advice and liaison with stakeholders involved in Child Witness Service matters.

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.

Responsibilities of this position

- Provides advice to the Manager on issues relating to, and effective delivery of, the 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 preparation services to child witnesses in line with judicial guidelines in metropolitan and country areas as required.
- Undertakes assessments of the needs of child witnesses and provides appropriate strategies and referrals to meet these needs and provides support to family members.
- Provides as appropriate consultation, assessment, information, support and intervention in response to all calls, queries and referrals to the Service.
- Undertakes case management of child witnesses.
- 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 child witnesses and their families and develops strategies to address these issues.
- Provides training and information sessions to agencies as required.
- Implements organisational policy, procedures and legislation relating to the child witness service.
- Develops and maintains relationships, and liaises and communicates with key stakeholders within and outside the Department of Justice.
- Keeps informed of emerging issues for child witnesses 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 Court Counselling and Support Services locations as available and required.
- Undertakes projects as required and other duties as directed.

Job related requirements

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. Possession of a relevant tertiary qualification in Social Work with eligibility for full membership of the Australian Association of Social Workers or approved four year degree in Psychology with eligibility for registration with the Australian Health Practitioners Regulation Agency.
2. Highly developed ability to engage, assess needs, and identify and develop a range of strategies that prepare and support children and families.
3. Highly developed conceptual, analytical and decision making skills.
4. Highly effective written, verbal and interpersonal communication which reflects self-awareness and a capacity to understand the perspective of others.
5. Well developed knowledge, skills and experience in child development, child protection and in providing services to children and their families.
6. Demonstrated ability to establish and maintain effective working relationships with stakeholders.
7. Knowledge and understanding of the current legislation as it applies to the evidence of children.

DESIRABLE

8. An understanding of and ability to work within a court system.

Special requirements/equipment

Specified Calling as per Clause 12 of the *Public Service Award 1992* and the *Government Officers Salaries Allowances and Conditions Award 1989*

Certification

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

Executive Director, Court & Tribunal Services

Signature: _____ Date: 18/09/2019

HR certification date: _____