



Job Description Form

Victim Engagement Officer

Victim Engagement Unit

Position details

Classification Level: 4

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: 6164, 005596 Coordinator Victim Engagement - Level 5

This position: Victim Engagement Officer (Generic) – Level 4

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 Victim Engagement Officer (VEO) is responsible for providing case management and victim engagement services for the Unit under direction. The position provides accurate information and advice to stakeholders, prepares reports and contributes to business improvement.

Job description

As part of the Victim Engagement team, 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 operational service delivery of case management and victim services, ensuring confidentiality and appropriate communication is upheld when dealing with sensitive victim of crime cases.
- Ensures all case management practices and reports meet required standards/requirements.
- Contributes to the coordination of performance data and information and supports the preparation of reports for internal and external purposes.
- Liaises with other internal divisions and external agencies regarding operational service delivery.
- Assist the Coordinator Victim Engagement in providing training and information sessions to internal and external stakeholders.
- 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 reasons for decisions and how they are related to their work, understand the work environment and identify issues that may impact own achievement and contributes to team planning, draw on information from a range of sources and to use common sense to analyse what information is important, anticipate issues that could impact

on tasks and identify risks and uncertainties in procedures and tasks are all important for this role.

Achieve Results

The ability to; monitor progress against performance expectations to ensure deadlines are met, communicate outcomes to supervisor, apply and develop capabilities to meet performance expectations, demonstrate knowledge of new programs, products or services relevant to the position, work to agreed priorities, outcomes and resources and be responsive to changes in requirements are fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with team members, other teams, colleagues and clients, share information with team members, seek input from others, contribute to team discussions and ensure that others are kept informed, maintain an awareness of personalities, motivations and diverse qualities, treat people with respect and courtesy and an ability to act on constructive feedback.

Exemplifies Personal Integrity and Self-Awareness

An ability to; listen when own ideas are challenged, provide accurate advice to colleagues and clients and to check and confirm the accuracy of information prior to release, take responsibility for mistakes and learn from them, acknowledge when in the wrong, seek advice and assistance from colleagues and supervisor when uncertain. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

Communicates and Influences Effectively

A demonstrated ability to; structure messages clearly and succinctly orally and in writing, focus on gaining a clear understanding of others comments by listening and questioning for clarity, check that own views have been understood, listen to differing ideas to develop an understanding of the issues are essential in this role.

Role Specific Criteria

- Demonstrated experience of quality operational service delivery within a complex and highly regulated environment.
- Demonstrated understanding of contemporary case management methods, issues and challenges with the ability to identify risks and issues.

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.

When working in a centre/branch that services regional areas (Kimberley, Pilbara, Midwest, Great Southern, Bunbury, and Goldfields), the Victim Engagement Officer is required:

- to be away from home for periods of time.
- to drive vehicles (including 4WD) with manual transmissions and hold a current manual driver's licence (class C).
- maybe required to travel via air.

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: July 2024

HR certification date: July 2024