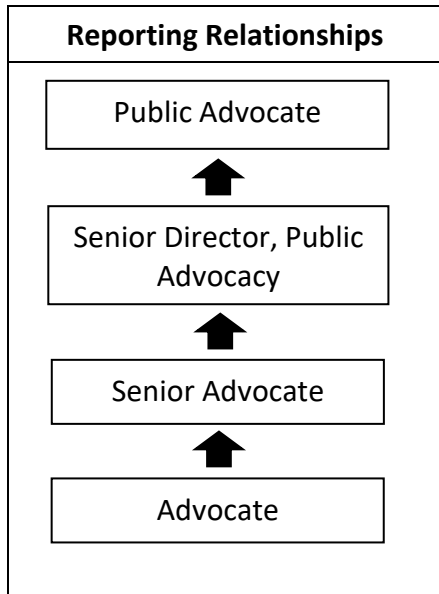




POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Human Rights Commission
Branch	Public Advocate and Children and Young People Commissioner
Position Number	P69604
Position Title	Advocate
Classification	ASO 6
Location	Canberra City
Last Reviewed	May 2026



The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people’s legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

BUSINESS UNIT / AGENCY OVERVIEW

The ACT Human Rights Commission (the Commission) is an independent agency established by the *Human Rights Commission Act 2005*. The role of the Commission is to promote individual and collective rights, including by:

- Advocating for the rights, safety, and wellbeing of adults experiencing vulnerability
- providing an independent, fair, and accessible process for resolving individual complaints
- promoting service improvement
- promoting the human rights and welfare of people, and
- fostering understanding of relevant legislation.

The Commission includes four statutory office holders:

- President and Human Rights Commissioner
- Public Advocate and Children and Young People Commissioner
- Discrimination, Health Services, Disability and Community Services Commissioner
- Victims of Crime Commissioner.

A CHILD SAFE ORGANISATION

The ACT Human Rights Commission is committed to protecting and promoting the rights, safety, and wellbeing of children and young people. The Commission is actively implementing the ten Child Safe Standards in a manner that is culturally safe and inclusive for all children and young people, including by respecting and valuing the diverse and unique identities and experiences of Aboriginal and Torres Strait Islander children and young people, and their families. The Commission takes a zero-tolerance approach to child abuse, and will seek to ensure all executives, employees, volunteers, and contracted staff uphold their responsibilities.

BRANCH OVERVIEW

The Public Advocate and Children and Young People Commissioner (PA&CYPC) branch comprises two teams – one with responsibility for the Public Advocate’s functions and the other for the Children and Young People Commissioner’s functions. This position sits within the Public Advocate team.

The Public Advocate protects and promotes the rights and interests of people in the ACT whose situation or condition gives rise to a need for protection from abuse, exploitation or neglect, or a

combination of those things, and often includes those who are subject to involuntary statutory intervention.

Some of the Public Advocate's functions are specific to children and young people, and others encompass people with complex disability needs, including those with mental health conditions and/or forensic patients. The Public Advocate's statutory responsibilities include but are not limited to:

- providing advocacy for children, young people, and adults whose condition or situation makes them potentially vulnerable to abuse, exploitation, or neglect
- monitoring and fostering the provision of services for persons experiencing vulnerability
- providing oversight in respect of the systems that support and respond to the needs of persons experiencing vulnerability.

The role of Public Advocate is given effect through the *Human Rights Commission Act 2005* however many of the Public Advocate's statutory responsibilities are articulated in other legislative instruments.

POSITION OVERVIEW

Under the limited direction and supervision of the Senior Advocate (and Senior Director, Public Advocacy), the Advocate supports the PA's advocacy, oversight and engagement responsibilities in respect of children, young people and adults experiencing vulnerability.

This includes monitoring the situations of children, young people, and adults subject to intervention under a range of legislation, including but not limited to the *Children and Young People Act 2008*, *Mental Health Act 2015*, *Personal Violence Act 2016*, *Family Violence Act 2016*, and *Senior Practitioner Act 2018*.

The position is underpinned by a commitment to ensuring that the supports, services, and systems that exist to ensure the wellbeing of clients do so in a way that is appropriately cognisant of their rights, including the right of clients to make their own decisions and/or have their views considered in decision-making about their own lives.

WHAT YOU WILL DO

Under the limited direction of the Senior Advocate and Senior Director, Public Advocacy, the Advocate assists the PA in meeting her statutory obligations by:

1. Providing objective and independent oversight of services and systems that support and respond to those experiencing significant vulnerability in the ACT.
2. Responding to individual or generic concerns or allegations, including by providing information and advice to members of the public and to the Public Advocate and Senior Director, Public Advocacy, as appropriate.
3. Advocating for children, young people, and adults whose situation or condition makes them vulnerable to abuse, neglect, exploitation, and disempowerment, including by intervening in court, the ACAT and other forums to promote their rights and interests, in particular their right to have their views heard and considered in decision-making.
4. Liaising with key stakeholders, including other statutory bodies, the ACT Government, non-government service providers and community agencies, to facilitate the provision of services that improve outcomes for those experiencing vulnerability, both individually and as a cohort.
5. Interpreting, implementing and promoting relevant legislation under the guidance of the Senior Advocate and contributing to the provision of policy advice and systemic advocacy that facilitates improvements to services and systems, improves protections and upholds rights.
6. Working collaboratively within the business unit to achieve team objectives.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. Please ensure your **one to three-page 'pitch'**, together with your **resume/curriculum vitae**, addresses these requirements.

Professional / Technical Skills and Knowledge

1. **Professional experience** – You have experience in human services and/or professional disciplines relevant to the role (e.g., Social Work, Psychology, Law, Mental Health, Child Protection, etc.)
2. **Human rights** – You have an effective practice framework that reflects your understanding and application of human rights principles and other relevant practice orientations, including the ability to make decisions that uphold and further human rights.
3. **Organisational skills** – You have well developed organisational skills and experience in contributing to the development and implementation of systems and processes, including by sharing information and knowledge to assist others.

Behavioural Capabilities

1. **Direct Advocacy** – You have well developed skills in listening to, building rapport with, and representing the views, rights, and interests of people from a range of diverse backgrounds, across a variety of settings and who may have challenges in communicating with authorities. Your approach demonstrates empathy for people whose situation or condition makes them vulnerable to abuse, neglect, exploitation, and disempowerment, while building their trust and respect, and that of those who provide support to them.
2. **Systemic Advocacy** – You are skilled in analysing and distilling information from multiple sources. You use this to deliver advocacy services and make recommendations for systemic change that improve outcomes for children, young people and adults experiencing vulnerability.
3. **Oversight** – You have experience in engaging with and/or monitoring relevant services and systems in ways that ensure the independence and autonomy of business unit operations from the services and systems being oversighted.
4. **Communication and Engagement** – You have well developed written and verbal communication skills and can communicate effectively and with impact in different environments. You can adapt your communication style as needed to accommodate the needs of a diverse range of individuals.
5. **Personal Resilience** – You are skilled in managing information and situations that are highly sensitive and confronting, while remaining objective and outcome-focused. You have a demonstrated ability to seek and obtain support for yourself when needed.

Compliance Requirements

1. Tertiary qualifications in a relevant field such as Social Work, Psychology, Law, Mental Health, Child Protection, etc. are highly desirable.
2. Driver's license (C class) is desirable.
3. This position does not require a pre-employment medical.
4. This position does require Working with Vulnerable People registration.
5. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
6. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Advocate (P69604, several) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required – face masks required when visiting some facilities (eg health facilities)	Occasionally