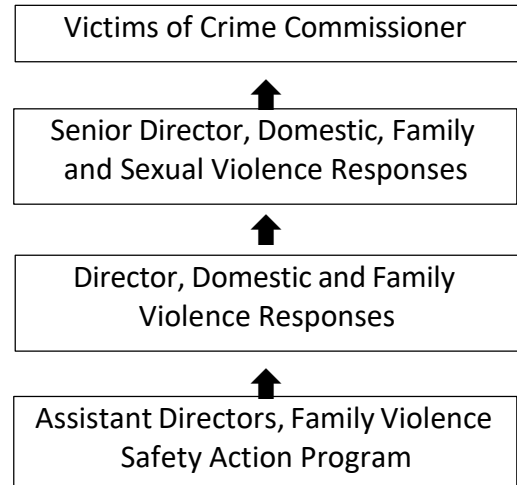


Position Description

Directorate	Justice and Community Safety
Business unit	Human Rights Commission
Branch	Victim Support ACT
Position number	P58844
Position title	Director, Domestic and Family Violence Responses
Classification	Senior Officer Grade B (SOGB)
Location	Canberra City
Last reviewed	May 2026

Reporting Relationships



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 is an independent agency established by the *Human Rights Commission Act 2005*.

The Commission works to:

- Promote the human rights and welfare of people.
- Provide victim support, advocacy and financial assistance.
- Provide advocacy for children, young people and adults experiencing vulnerability.
- Provide an independent, fair and accessible process for resolving individual complaints.
- Promote service improvement.
- Foster understanding of particular legislation.

The Commission includes four statutory officer holders:

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

BRANCH OVERVIEW

The Victims of Crime Commissioner (VOCC) is part of the ACT Human Rights Commission which is an independent statutory agency connected to the Justice and Community Safety Directorate. The VOCC, and team deliver a range of support, advocacy and assistance services to those harmed by crime including:

- Addressing victim concerns about breach of their rights under the Charter of Rights for Victims of Crime, within the *Victims of Crime Act 1994*.
- Case coordination, court support and brokered therapeutic services through the Victims Services Scheme, in accordance with the *Victims of Crime Act 1994* and the *Victims of Crime Regulation 2000*.
- Administration of the Victims of Crime Financial Assistance Scheme, pursuant to the *Victims of Crime (Financial Assistance) Act 2016*.
- Provision of expert, independent communication advice to police, courts and lawyers via the Intermediary program.
- Facilitating cooperation between agencies involved in the justice system with respect to victims' interests and advocating for systemic reform to uphold victim rights.

PROGRAM BACKGROUND

The Victims of Crime Commissioner also works with the Domestic, Family and Sexual Violence Office (DFSVO) and the Domestic Violence Crisis Service (DVCS) to deliver the Family Violence Safety Action Program (FVSAP). Established in 2020, the FVSAP is an expansion of the ACT Family Violence Intervention Program's (FVIP) case tracking process, and seeks to improve the safety of victim survivors by:

- Supporting government, community and justice agencies to implement an integrated risk assessment and response model that collaboratively identifies, assesses and responds to high-risk domestic and family violence (DFV) cases in the ACT.
- Facilitating an interagency forum for the sharing of information that increases the visibility and accountability of DFV perpetrators.
- Coordinating safety action plans to increase victim-survivor, child and young people's safety, which are inclusive of opportunities to intervene or engage with the person using violence to disrupt and divert their behaviour.
- Increasing shared understandings across government and non-government agencies about the dynamics and drivers of DFV, victim-survivor safety and perpetrator accountability.

POSITION OVERVIEW

The Director, Domestic and Family Violence Responses at VSACT will oversee the day-to-day operations of the Family Violence Safety Action Program (FVSAP). This includes working with the Senior Director to develop and mentor the program's Assistant Directors; and in collaboration with the Assistant Directors, providing leadership and supervision to a multi-disciplinary team of Family Violence Practitioners coordinating high-risk family violence responses.

The Director, Domestic and Family Violence Responses will invest in positive and respectful stakeholder relationships across government and non-government agencies, promoting partnership and collaboration to improve outcomes for people experiencing family violence. The Director, Domestic and Family Violence Responses will drive the ongoing success of VSACT's co-location and partnership with the Domestic Violence Crisis Service (DVCS) in delivering this initiative. The

Director, Domestic and Family Violence Responses will regularly chair multiagency meetings and discussions to improve systemic responses to high-risk domestic and family violence matters.

The Director, Domestic and Family Violence Responses will have the ability to facilitate community engagement and training sessions to promote the program's work.

It is expected that the Director, Domestic & Family Violence Responses will have the ability to engage directly with clients and will be prepared to support with complex matters, including addressing Victims' Charter of Rights concerns and complaints, as required.

The Director, Domestic and Family Violence Responses is a member of the VSACT leadership team and contributes to work across the agency as required, which includes working closely with the Director, Sexual Violence Responses and the Director, Client Services Team to reduce service duplication, and promote an integrated service response.

WHAT YOU WILL DO

Under the broad direction of the Senior Director, Domestic, Family and Sexual Violence Responses, the Director, Domestic and Family Violence Responses will:

1. Foster an inclusive, collaborative work environment and provide leadership and support to a multi-disciplinary team, to deliver on program activities.
2. Develop and maintain positive working relationships with referral and partner agencies, to raise the profile of the program and support collaborative, cross-agency practice.
3. Chair interagency meetings, ensuring a best-practice approach to multiagency risk assessment, information sharing, and risk management, to improve systemic responses to high-risk domestic and family violence with a focus on perpetrator accountability.
4. Deliver FVSAP reporting, including ongoing data collection and identification of gaps and trends that highlight the need for agency training, practice, policy or law reform.
5. Assist the FVSAP Senior Director to develop materials relevant to this role, including internal policies and procedures in line with legislation and current research on best practice domestic and family violence interventions.
6. Contribute to the leadership and activities of Victim Support ACT more broadly.
7. Maintain records in accordance with the *Victims of Crime Regulation 2000*, the *Territory Records Act 2002* and the *Health Records (Privacy & Access) Act 1997*.
8. Understand and enact their positive duty as outlined in the *ACT Discrimination Act 1991* and ensure compliance with the ACT Child Safe Standards set out in the *Human Rights Commission Act 2005*, and support colleagues and agencies to do the same.
9. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the Branch, as reasonably required.

WHAT YOU WILL REQUIRE

Professional/technical skills and knowledge

1. Demonstrated experience providing support and advocacy to people who have experienced trauma, including but not limited to people subjected to domestic and family violence.
2. Demonstrated ability to lead and support a team of staff providing trauma-informed service delivery to vulnerable client groups.
3. Demonstrated experience undertaking comprehensive domestic and family violence risk assessment and risk management including safety planning.
4. Demonstrated knowledge of the criminal and civil justice system and the Charter of Rights for Victims of Crime, and ability to interpret and apply relevant legislation.
5. Demonstrated ability to lead and support respectful engagement with internal and external stakeholders to promote client safety.

Behavioural capabilities

1. Demonstrated ability to apply an intersectional lens to engaging and supporting marginalised people including but not limited to Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, and people with a disability.
2. Demonstrated effective leadership and staff supervision skills, including the ability to establish priorities, provide feedback and coaching, encourage collaboration and team building, and promote cultural safety.
3. Demonstrated well-developed communication skills, including the ability to produce domestic-violence informed documentation.
4. Demonstrated ability to manage priorities and adapt to a dynamic work environment, including the ability to assess, triage and action tasks and urgent requests for assistance.

Compliance requirements/qualifications

1. Previous experience working with people who have experienced trauma including but not limited to people who have been subjected to domestic and family violence, is highly desirable.
2. Current understanding of the ACT's legal landscape and service system as it relates to domestic and family violence is highly desirable.
3. This position requires a Working with Vulnerable People (WWVP) registration.
4. This position requires a National Police check.

Important Note: Please note, this role includes significant exposure to traumatic and explicit content and may including direct client contact with victim-survivors and people who have used violence, including child and adult family violence and sexual offences.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Domestic and Family Violence Responses [P58844] 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	Never
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)	Never
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
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PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Never
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	Frequently

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never