

Position Description - (Accomplished)

Version 16, Updated 114 July, 2026

Position title:	Senior Practitioner, Child and Youth Witness Service
Position number:	D03091
Group:	Community Safety, Victims and Racing
Business Unit/Branch:	Victims Redress and System Reform
Classification:	VPS 5.1
Employment status:	Ongoing
Position reports to:	Team Manager, Child and Youth Witness Service
Work location:	277 William Street, Melbourne
Position contact:	Name: Rubal Kaliron Phone: 0486 011 723 Email: Rubal.Kaliron@justice.vic.gov.au

ROLE PURPOSE

The role of a Senior Practitioner, Child and Youth Witness Service

- Deliver high quality services to children with complex presentation.
- Coach and mentor staff.
- Develop and drive continuous practice improvement.

The Victims Redress and System Reform (VRSR) branch is part of the Community Safety, Victims and Racing group in the Department of Justice and Community Safety (DJCS). The VSSR is responsible for coordinating a suite of services for victims of crime that provide information and support to help manage the effects of crime and guide victims through the criminal justice system across Victoria.

The Child and Youth Witness Service (CYWS) is a state wide specialist case management service for child witnesses (up to 18 years at the time charges were laid) and their families and/or carers. The model of care is child focused and incorporates principles of trauma informed care. The purpose of the CYWS is to increase participation by child witnesses in the criminal justice process and to reduce trauma associated with being involved with the criminal justice system, particularly being a child witness.

Reporting to the Team Manager, the Senior Practitioner, CYWS is responsible for delivering intensive specialist case management to child witnesses and their families with complex presentations, supporting and mentoring and supporting Child and Youth Witness Practitioners to develop their skills, knowledge and expertise and developing practice innovation and driving continuous practice improvement.



KEY ACCOUNTABILITIES

Working with the Team Managers to:

- Provide effective practice leadership, consultation and develop practice expertise within the team.
- Role model ongoing commitment to supervision and professional development.
- Contribute to practice quality and service integrity through coaching and mentoring staff.
- Implement and support peer learning models and provide secondary consultations to staff.
- Identify opportunities for practice and program improvements, develop options and drive improvement.
- Provide subject matter expertise, support and advice on complex issues as requested.
- Liaise and consult with internal and external stakeholders to influence the achievement of positive client and service system outcomes.
- Contribute to the development, delivery and evaluation of training for a range of internal and external stakeholders.
- Assist and support the Team Managers to manage the day to day operations of the team.
- Travel between locations and to other regions will be required.
- Contributing to the effective operation of the VSSR and wider victim support system by adhering to the organisational vision, policies, guidelines and procedures.
- Participate as a team member of the CYWS and the VSSR more broadly.
- Ensure the administrative, recordkeeping and reporting requirements are met in a timely and transparent manner.

KEY SELECTION CRITERIA

Technical Expertise

- Provides specialist professional services or advice.
- Innovative thinking and analysis influences developments within area of responsibility.
- Makes decisions in situations where there is some, but not definitive, precedent about the application of an organisational framework.
- Initiates and maintains relationships with peer and senior internal and external stakeholders.
- Extensive experience in working directly with children who have experienced trauma and have complex needs.

Personal Attributes

- **Self-awareness:** Coaches others to improve level of self-awareness. Leverages emotional intelligence to create a safe space for sensitive conversations which leads to increased level of people engagement.
- **Working Collaboratively:** Guides others to create a culture of collaboration; identifies, and works to overcome, barriers to knowledge or information sharing; identifies opportunities to work with other teams to deliver outcomes.
- **Promote Inclusion:** Establishes a workforce that is diverse and takes advantage of relevant knowledge and skills; creates opportunities to improve knowledge of teams in the area of diversity and inclusion.



Meaningful Outcomes

- **Innovation and Continuous Improvement:** Uses understanding of clients or stakeholders' context to design and implement systems for continuous improvement within team or organisation; reviews and analyses internal and external information to improve effectiveness and quality of work; creates team environments where innovation and creativity are fostered and rewarded.
- **Future Focus:** Understands the broader context when reviewing an issue or problem and supports others to do so. Is future oriented in analysis, thought and action; actively seeks out new technology to enhance team systems, processes and service delivery. Undertakes planning to ensure the organisation is future ready through managing change.

Enabling Delivery

- **Critical Thinking and Problem Solving:** Takes into account wider business context within business unit when considering options to resolve issues. Identifies recurring problems and prevents future recurrence by integrating solutions into work process. Delivers tangible business outcomes as a result of critically evaluating problems from multiple perspectives and delivering effective solutions.
- **Political and Organisational Context:** Uses formal and informal influencing relationships and decision making processes; ensures solutions or actions adhere to values, ethics, responsibilities, legal obligations and limits that apply to an organisation; considers priorities and interests of various groups and key individuals.

Authentic Relationships

- **Influence and Persuasion:** Gains agreement to proposals and ideas; build behind the scenes support for ideas to ensure buy-in and ownership; uses chains of indirect influence to achieve outcomes; involves experts or other third parties to strengthen case.
- **Interpersonal Skills:** Detects the underlying concerns, interests or emotions that lie behind what is being said and done; presents as genuine and sincere when dealing with others; projects an objective view of another's positions; uses understanding of individuals to get the best outcomes for the person and organisation.
- **Customer Focus:** Identifies and responds to customer requirements; use understanding of the customers' context to tailor services and ensure outcomes are delivered; effectively manages risks to service delivery.



Qualifications

- Tertiary qualifications in a human service related profession such as Social Work, Psychology or Allied Health is essential and registration with the appropriate body is desirable.
- A current 'Working with Children Check' is required.
- A current driver's licence is required.

IMPORTANT INFORMATION

- The salary range for this position is set out in the Victorian Public Service Enterprise Agreement 2020. Please refer to the Department of Treasury and Finance website (dtf.vic.gov.au) for further information.
- Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. Any above base requests require sign off by an executive delegate and will be by exception only or where required to match the current salary of Victorian Public Service staff transferring at-level.
- If you have previously left the VPS on a departure/ separation package, employment restrictions may apply.
- You may be required to mobilise to other areas to support priority projects or programs.
- The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees.

SAFETY COMMITMENT

- Staff safety commitment - Actively participate in health, safety, and wellbeing (HSW) programs and proactively report on all HSW incidents through the Justice Incident Management System (JIMS) to embed and support a strong safety-first culture that supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Manager safety commitment - Create and maintain a working environment, that takes a zero-tolerance approach to unsafe practices and behaviours, which supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Child safety commitment - The Department of Justice and Community Safety is committed to the safety and wellbeing of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or are impacted by our work.



PRE-EMPLOYMENT CHECKS

All appointments to the Department of Justice and Community Safety are subject to reference checks, pre-employment misconduct screening and criminal record checks. Some positions may also be subject to a Declaration of Private Interests (for executive and responsible officer roles), medical checks, and/or 'Working with Children Check.'

If the position is based in a prison, youth justice facility or community corrections location, or has offender management responsibilities, employment may be subject to a number of additional pre-employment security and safety checks, including, but not limited to:

- Pre-employment Security and Misconduct Checks (Declaration Form)
- National Police Record and Fingerprints Check and International Police Clearance (if applicable)
- VicRoads Information Check
- Drivers Licence Check(s) (if applicable).

A National Police Check and an Australian Entitlement to Work Check is a requirement for all DJCS positions, and these checks require identification documents of either a passport or birth certificate.

For Aboriginal Prioritised or Designated positions, a Certificate of Aboriginality (CoA) will be required prior to an offer of employment being made.

Aboriginal and Torres Strait Islander applicants are strongly encouraged to email:

aboriginal.workforce@justice.vic.gov.au for support and assistance if they have any concerns that they cannot meet the identification documents requirements.

VALUES AND BEHAVIOURS

Department of Justice and Community Safety employees are required to demonstrate commitment to:

The Victorian Public Sector Values: responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

The Environment: The department is committed to minimising its environmental impact and requires all staff to comply with its environmental policy.

Recordkeeping: The department is committed to good recordkeeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity: The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQ community, and people from culturally diverse backgrounds.



FURTHER INFORMATION

Please visit About the Department on the [Department of Justice and Community Safety website](http://www.justice.vic.gov.au) (<http://www.justice.vic.gov.au>) for information on:

- Organisational values and structure
- Our policies such as privacy and conflict of interest
- The Victorian Public Service (VPS) code of conduct
- Our commitment to the safety and wellbeing of children.