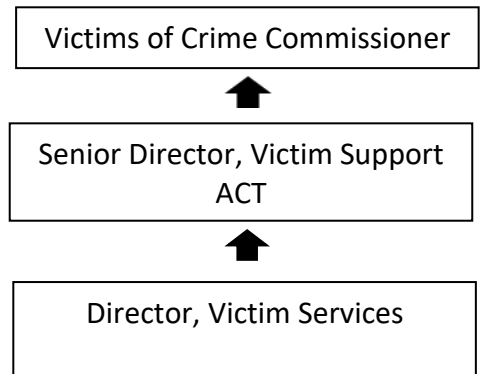




POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	Human Rights Commission
Branch	Victim Support ACT
Position Number	64816
Position Title	Director, Victim Services
Classification	SOGB
Location	Canberra, ACT
Last Reviewed	July 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



VICTIM SUPPORT ACT Human Rights Commission

- 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), Ms Juliette Ford, is part of the ACT Human Rights Commission which is an independent statutory agency connected to the Directorate. The VOCC and her team at Victim Support ACT (VSACT) 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 Victims' Rights within the *Victims of Crime Act 1994*.
- Case coordination, court support and brokered therapeutic services through the Victims Services Scheme, pursuant to 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*.



- Administration of the Victims Registers, pursuant to the *Victims of Crime Act 1994* and the *Crimes (Sentence Administration) Act 2005*.
- The Family Violence Safety Action Program which facilitates collaborative identification, assessment and response to high-risk family violence matters, with a focus on perpetrator accountability.
- The Intermediary Program in which skilled and accredited professionals facilitate the communication of witnesses with communication difficulties.
- Facilitating cooperation between agencies involved in the justice system with respect to victims' rights and interests and advocating for systemic reform to uphold victim rights.

POSITION OVERVIEW

The Director, Victim Services will oversee the day to day operation of VSACT's frontline Client Services Team and management of the Victim Support ACT Aboriginal and Torres Strait Islander Program (Program), supporting the delivery of high quality services and promoting the rights and interests of victims of crime in the ACT.

Frontline services include:

- Information, case coordination, court support and referrals to brokered therapeutic services;
- Intensive case coordination for family members of victims who have died as a result of a motor vehicle offence
- Provision of therapeutic services administration team
- Management of the Victim Support ACT Aboriginal and Torres Strait Islander, Disability and Multicultural outreach programs;
- The Victims justice volunteer Program to support victims in the criminal justice system and applications for the Financial assistance scheme.
- The provision of counselling to ACT-based recipients of payments under the National Redress Scheme.

WHAT YOU WILL DO

Under limited guidance of the Senior Director, Victim Support ACT, the Director, Victim Services will:

1. Lead the delivery of Victim Support ACT's core frontline services in accordance with relevant legislation and best-practice service delivery, including staff management and resolution of client complaints.
2. Lead the delivery of the Victim Support ACT Aboriginal and Torres Strait Islander, Disability and Multicultural outreach programs.
3. Develop and maintain positive and collaborative working relationships with partner agencies to increase visibility of the services available through Victim Support ACT for victims of crime in the ACT and streamline referral processes.
4. Oversee data collection and reporting and contribute to the identification of gaps and trends that highlight the need for agency training, practice, policy or law reform.



5. Develop, and or oversee the development of, relevant policies and procedures to ensure consistent, high-quality service delivery.
6. Work closely with colleagues across VSACT to implement service delivery improvement initiatives aimed at providing seamless services to victims of crime across all VSACT teams and programs.
7. Monitor and review professional development needs within the teams and ensure staff receive access to appropriate professional development and supervision.
8. Oversee and maintain records in accordance with the Victims of Crime Regulation 2000, the *Territory Records Act 2002* and the *Health Records (Privacy & Access) Act 1997*.
9. Other duties appropriate to this level of classification which contribute to the effective and efficient operation of VSACT as reasonably required.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated leadership and management of trauma-informed service delivery to people from vulnerable client groups, including working directly with victim-survivors to provide advocacy and support.
2. Demonstrated knowledge of the criminal and civil justice system and an understanding of the Charter of Rights for Victims of Crime and ability to interpret relevant legislation.
3. Demonstrated ability to understand and analyse issues and trends that can inform and drive systemic reforms to promote the rights of victim-survivors
4. Demonstrated strategic vision and leadership in identifying, designing and implementing system improvements that enhance service integration, efficiency and accessibility, with a focus on improving outcomes for victim-survivors of crime.

Behavioural Capabilities

1. Excellent written, oral communication and interpersonal skills.
2. Strategic vision and demonstrated ability to collaboratively develop and implement operational procedures in accordance with broader organisational aims.
3. Excellent liaison and interpersonal communication skills, including the ability to develop and maintain collaborative relationships with internal and external stakeholders.

Compliance Requirements/Qualifications

1. Qualifications in law, social work or relevant experience are highly desirable.



2. This position requires an ACT Working with Vulnerable People registration.
3. This position requires a National Police Check.
4. 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.
5. 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 the Director, Victim Services (PN64816) 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
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)	Never
Working in a call centre environment	Occasionally
Working directly with the public	Frequently

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



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

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
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	Occasionally