



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P57000

Division: Human Rights Commission

Classification: SOG C

Business Unit: Victim Support ACT

Location: Canberra, ACT, Ngunnawal Country

Position Title: Assistant Director, ACT Victims Register

Last Reviewed: 01/09/2026

Position Requirements: WWVP, security clearance.

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



ACT
Government

Justice and Community Safety



- 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

DIVISION 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, Ms Juliette Ford, and her 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 independent communication advice to police, courts and lawyers via the Intermediary program with the aim of ensuring vulnerable witnesses can give their best evidence.
- Facilitating cooperation between agencies involved in the justice system with respect to victims interests and advocating for systemic reform to uphold victim rights.

BUSINESS UNIT 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; and
- 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

POSITION OVERVIEW

The ACT Victims Registers play a crucial role in facilitating the provision of information and support to people affected by crime in relation to the management of offender sentences. Timely and accessible provision of such information is essential to help victims make practical decisions about their safety. The registers also deliver victim rights to participate in post-sentence processes, and ensure that victims and affected persons are supported to provide submissions to the Sentence Administration Board and the ACT Civil and Administrative Tribunal.

As the Victims Register Assistant Director, you will oversee the administration of the Adult Offenders Victims Register, the Youth Justice Victims Register and the Affected Persons Register and lead a team of Victims Register Advocates. You will be responsible for the implementation, monitoring and continued development of VSACT operational protocols for the three registers. You will work collaboratively with internal and external stakeholders to advocate for the rights and interests of victims of crime and affected persons in accordance with the Charter of Victims Rights (the Charter) contained in the *Victims of Crime Act 1994*, the *Crimes (Sentence Administration) Act 2005*, the *Mental Health Act 2015* and the *Crimes (Sentencing) Act 2005*.

WHAT YOU WILL DO

Under the general direction of the Director, Client Services Team, the Victims Register Assistant Director will:

1. Exercise responsibility for the proper administration of the three victims registers in accordance with legislative requirements.
2. Provide leadership, management and supervision to a team of victims register advocates who will provide advocacy and trauma-informed support to victims of crime and affected persons.
3. Develop collaborative working relationships with external stakeholders, including ACT Corrective Services, the Sentence Administration Board, the Community Services Directorate and the ACAT.
4. Develop collaborative working relationships with internal stakeholders and manage the ongoing integration of the registers with broader VSACT support services to ensure clients receive wraparound support.



5. Analyse legislation and legal documents to identify victims of crime and affected persons and their rights as defined in legislation where required.
6. Advocate for the rights and interests of individual victims of crime and affected persons.
7. Other duties as directed, including maintaining records in accordance with the requirements of the *Territory Records Act 2002*.

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

The following are highly desirable:

1. Demonstrated leadership and management of trauma-informed services to vulnerable client groups, including working directly with victims and/or affected persons and vulnerable members of the community to provide high level advocacy and supports.
2. Demonstrated understanding of issues affecting victims and affected persons, including family violence and sexual violence, and the importance of victims rights in relation to the three registers.
3. Demonstrated knowledge of the ACT criminal justice system and the ACAT and the roles and responsibilities of justices agencies under the Victims Charter of Rights.
4. Demonstrated ability to interpret legislation and legal documents for practical application.
5. Demonstrated ability to set strategic goals and provide clear direction to deliver an integrated response for victims of crime and/or affected persons.
6. Demonstrated experience in identifying trends impacting victim survivors and amplifying them with VSACT Senior management utilising operational and statistical data.

Behavioural Capabilities

The following are highly desirable:

1. Outstanding written, verbal communication and interpersonal skills.
2. Strategic vision and demonstrated ability to implement operational procedures in accordance with broader organisational aims.
3. Demonstrated ability to develop strong collaborative working relationships with internal and external stakeholders.

Compliance Requirements/Qualifications

1. Qualifications in law, social work, psychology or related disciplines or relevant experience is highly desirable.
2. Demonstrated ability to work sensitively with people from diverse backgrounds, including people from Aboriginal and Torres Strait Islander backgrounds, people from culturally and



ACT
Government

Justice and Community Safety



linguistically diverse (CALD) backgrounds, people with disability and people experiencing complex trauma.

3. This position requires an ACT Working with Vulnerable People Check.
 4. This position requires a National Police Check.
-



WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, ACT Victims Register (**P57000**) 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	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	Frequently
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	Occasionally

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



ACT
Government

Justice and Community Safety



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	Never
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	Never