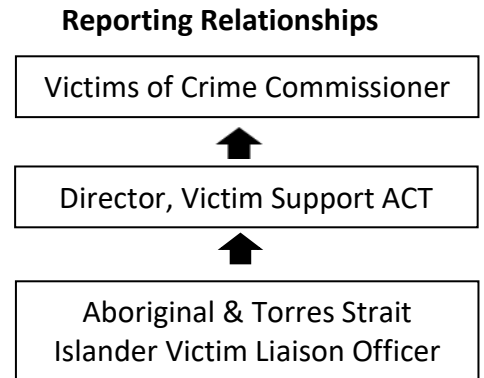


POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Human Rights Commission
Branch	Victim Support ACT
Position Number	P70491
Position Title	Aboriginal & Torres Strait Islander Victim Liaison Officer (VLO)
Classification	ASO5
Location	Canberra, ACT
Last Reviewed	June 2026



Note: This is an Aboriginal and Torres Strait Islander identified position.

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 community in the ACT.

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 supports 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 focused; 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 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 Aboriginal and Torres Strait Islander Liaison Officer will undertake a range of duties to support the operation of the Victim Support ACT Aboriginal and Torres Strait Islander Program (Program).

The Aboriginal and Torres Strait Islander Liaison Officer is the first point of contact for Aboriginal and Torres Strait Islander clients, ensuring that clients are provided with a culturally appropriate service. The Aboriginal and Torres Strait Islander Liaison Officer will be required to build and maintain strong relationships with Aboriginal and Torres Strait Islander agencies and other key services to ensure our clients receive the help and support they need.

WHAT YOU WILL DO

Under the general direction from the Team Leader, Client Services, the Aboriginal and Torres Strait Islander Victim Liaison Officer will:

1. Work with Aboriginal and Torres Strait Islander communities and organisations to raise awareness of the rights and services of people affected by crime
2. Facilitate access to the services of Victim Support ACT for Aboriginal and Torres Strait Islander victims of crime and contribute to the strategic objectives of Victim Support ACT. Proactive outreach in the community is a core element of this role.
3. Deliver a range of services with flexibility including advocacy, group work, referrals, information provision and case management.
4. Foster and maintain productive relationships with internal and external stakeholders.
5. Work constructively across the team, participate in supervision and continuing professional development and contribute to service improvements and evaluation.
6. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the Branch.

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 experience working with Aboriginal and Torres Strait Islander clients.
2. Demonstrated experience working with clients in crisis and those who have experienced trauma, family and domestic violence and sexual assault matters.

3. Experience or the ability to assess client needs, respond to client safety concerns and advocate with justice and other agencies to uphold client rights and interests.

Behavioural Capabilities

1. The ability to work collegially and effectively as part of a high-paced, cooperative team.
2. The ability to work productively in an environment which frequently includes exposure to client stories associated with traumatic events such as homicide, sexual assault and family violence.
3. The ability to apply sound judgment and maintain confidentiality in sensitive matters.

Compliance Requirements/Qualifications

1. Aboriginal or Torres Strait Islander identity is a genuine occupational qualification for this position.
2. Qualifications in social work, human services delivery, or related disciplines would be highly regarded.
3. This position does require a Working with Vulnerable People Check.
4. Driver's license class C is essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Aboriginal & Torres Strait Islander Victim Liaison Officer (P70491) 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	Frequently

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	Never
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	Occasionally

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