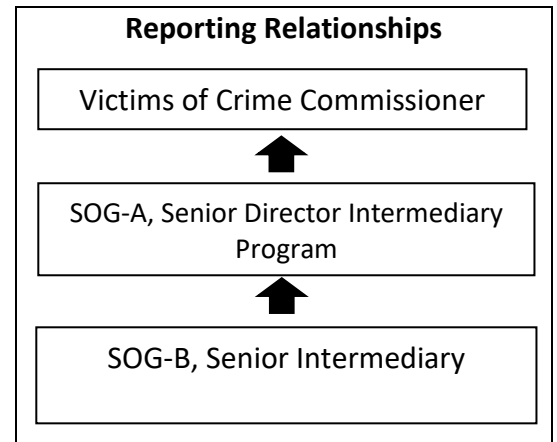




## POSITION DESCRIPTION

<b>Directorate</b>	Justice and Community Safety
<b>Business Unit/Agency</b>	ACT Human Rights Commission
<b>Branch</b>	Victim Support ACT
<b>Position Number</b>	P66269
<b>Position Title</b>	Senior Intermediary
<b>Classification</b>	Senior Officer Grade B
<b>Location</b>	Canberra, ACT
<b>Last Reviewed</b>	June 2026



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
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Fire and Emergency Services
- Minister for Police and Crime Prevention
- Minister for Corrections and Justice Health
- Minister for Human Rights, and
- Minister for Government Services and Regulatory Reform
- Special Minister of State.

## BUSINESS UNIT/AGENCY OVERVIEW

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The ACT Human Rights Commission (the Commission) is an independent agency established by the *Human Rights Commission Act 2005*. The Commission works to:

- Provide an independent, fair and accessible process for resolving individual complaints
- Promote the human rights and welfare of all people
- Provide advocacy for children, young people and adults experiencing vulnerability
- Provide victim support, advocacy and assistance.

The Commission includes four statutory officer holders:

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

## BRANCH OVERVIEW

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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 Heidi Yates, 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 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*.
- Administration of the Victims' Registers – facilitating the provision of information and support to victims of crime in relation to management of an offenders' sentence.
- Delivery of the Family Violence Safety Action Program – collaborative identification, assessment and response to high-risk family violence matters, with a focus on perpetrator accountability.



- The 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.

## INTERMEDIARY PROGRAM

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The Intermediary Program commenced in early 2020 and facilitates the provision of expert, impartial advice to police, lawyers and courts with the goal of minimising trauma for vulnerable witnesses in homicide, child sexual assault matters and other criminal and civil matters ensuring that the 'best evidence' from such witnesses is obtained. The Program operates an 'on call' service 24/7 to respond to police, court and lawyer referrals.

## POSITION OVERVIEW

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An Intermediary is an independent communication specialist who is trained and accredited as an Officer of the Court, responsible for assessing the communication needs of witnesses with communication difficulties. The Intermediary provides advice to police, lawyers and courts about how to communicate with the witness to ensure the witness can communicate their best evidence as they engage in the justice system. This role will support the work of the Intermediary Program and Senior Intermediaries to further the aims of the Program more broadly.

## WHAT YOU WILL DO

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Under the direction of the Program Senior Director, the Intermediary will:

1. Train to become accredited as an ACT Intermediary (if not already accredited); whereby you will then undertake all the duties of an intermediary in accordance with relevant legislation, court practice directions and policy and practice established by the Victims of Crime Commissioner.
2. Work with all vulnerable cohorts identified by the Program, including complainants, witnesses and accused persons at police, lawyer and court engagements.
3. Assess the communication needs of the aforementioned cohorts and provide advice to police about how to communicate with them to ensure they can provide their 'best evidence'.
4. Provide independent communication assistance to the vulnerable person during police interviews to ensure questions put to them and responses they provide are accurately relayed and understood by all parties.
5. As required, prepare and provide the court and parties to a proceeding with a comprehensive written report on a vulnerable person's communication needs before they give evidence in a proceeding (in the case of a vulnerable accused, if they choose to).
6. Be allocated referrals containing the most complex matters referred to the Program.
7. Support the development of panel intermediaries in a mentoring and supervisory capacity as directed by the Senior Director.
8. Maintain accurate records in accordance with Intermediary Program requirements and provide activity reports to the Intermediary Program Senior Director as required.



9. Lead research and policy work related to Program development, implementation and continued improvement drawing on national and international knowledge and resources.
10. Work with the Senior Director of the Program to contribute to Program planning, implementation, monitoring and development including the development of Program guidelines and policy documents.
11. Develop and provide training and support to other intermediaries, criminal justice stakeholders and other stakeholders to ensure best-practice delivery of the Intermediary program.
12. Adhere to the ACT Intermediary Procedural Guidance Manual, ACT Public Service Values, Code of Conduct and all relevant ACT legislation and Public Sector policies and procedures.
13. Other duties as reasonably directed.

## WHAT YOU REQUIRE

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

### Professional / Technical Skills and Knowledge

- Demonstrated experience providing rapid, accurate advice regarding the communication needs of vulnerable individuals;
- Demonstrated experience working with children, young people and/or adults who have communication difficulties or have been impacted by trauma;
- Demonstrated experience mentoring, supervising and otherwise supporting the professional development of peers.
- Excellent verbal and written communication skills, particularly report writing;
- A strong understanding of the ACT Criminal Justice System.

### Behavioural Capabilities

- Excellent interpersonal skills and ability to work collaboratively with internal and external stakeholders;
- Ability to provide highly accurate advice under pressure, suitable for senior criminal justice stakeholders;
- Ability to prepare and provide written material that is clear, logical, well-structured and of a consistently high standard.
- Excellent organisational skills, including the ability to effectively manage multiple competing priorities involving complex subject matter within strict deadlines;
- Resilience in working with challenging subject matter typical of the criminal justice sector; and
- Ability to lead the delivery of high-quality, client-focused services.

**It is highly desirable** that applicants also have:

- Qualifications from one or more of the following areas: speech pathology, psychology, occupational therapy, social work or another relevant fields;



- A minimum of 3 years' experience working with people with communication and/or developmental needs including children, young people, people with a disability and older people;
- Experience working with Aboriginal and Torres Strait Islander children, young people, adults and their communities;
- Experience working with other culturally and linguistically diverse children, young people, adults and their communities; and
- Experience working with a broad range of other communication issues, including neurodiversity (Autism), mental health and behavioural issues (e.g. ADHD, ADD, ODD).

### Compliance Requirements

Intermediaries are required to successfully complete a mandatory training and accreditation process run by the ACT Intermediary Program to meet the minimum standard required to fulfil the statutory duties of the Intermediary role. Accreditation as a qualified intermediary must be achieved to satisfy this position's probation requirements.

This position does not require a pre-employment medical.

This position does require an ACT Working with Vulnerable People clearance.

This position does require a National Police Check.

## APPLICATION

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To apply for the position, please provide:

- a 'pitch' of no more than two (2) pages describing how your knowledge, experience and qualifications meet the skills and capabilities required by this role.
- Contact details for two referees; and
- A resume/curriculum vitae that outlines your skills and experience.

The successful applicant may be selected off application and referee report only.