

Witness Assistance Service (WAS) Officer

Directorate: Justice and Community Safety

Business Unit: Office of the Director of Public Prosecutions (ACT)

Branch: Witness Assistance Service

Position Number: P67172, several

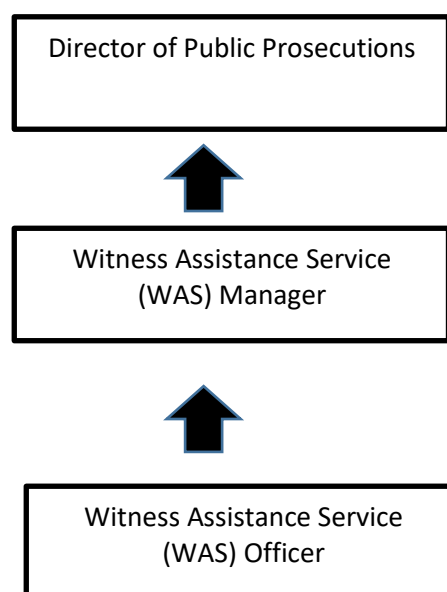
Position Title: Witness Assistance Service (WAS) Officer

Classification: ASO Grade 5

Location: 20-22 London Circuit, Canberra City

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.

OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS OVERVIEW

The ACT Office of the Director of Public Prosecutions was established by the *Director of Public Prosecutions Act 1990* (the Act) to institute, conduct and supervise prosecutions and related proceedings. It comprises the Director of Public Prosecutions (the Director), an independent statutory officer appointed by the ACT's Executive branch of Government, and staff employed under the *Public Sector Management Act 1994*, to assist the Director. The principal role of the Office of the Director of Public Prosecutions is to:

- institute and conduct prosecution for criminal offences, both summary and indictable.
- institute and respond to appeals.

The Office maintains a strong adherence to the values of the ACT Public Service Code of Conduct.

POSITION OVERVIEW

The role of the Witness Assistance Service (WAS) officer is to act as a bridge between victims/witnesses and their family members, prosecutors, and external agencies. The role advocates on behalf of victims and witnesses, from within the DPP structure, to ensure best practice and a trauma informed approach by the DPP. The role provides procedural support and information to witnesses and victims to ensure they can understand the Court proceedings and supports them to fully participate.

This role liaises with other agencies to refer vulnerable victims and witnesses for further professional support and services.

The position(s) sit within an established team of dedicated Witness Assistance Service (WAS) Officers. The role reports to the Witness Assistance Service Manager, who supports the development of the WAS team, manages workflow and allocations, and assists with complex matters requiring advocacy. WAS Officers are further supported through ongoing guidance, mentorship and professional development provided by Senior WAS Officers.

WHAT YOU WILL DO

The successful applicant/s will have exceptional interpersonal skills to enable them to regularly liaise with vulnerable victims and witnesses as well as external agencies.

The successful applicant will:

1. Support victims and witnesses to ensure advice and information is made accessible to them whilst navigating the ACT criminal justice system.
2. Ensure vulnerable witnesses engaging with the Office of the Director of Public Prosecutions (ODPP) are aware of their rights, responsibilities, and entitlements.
3. Deliver advice to ODPP prosecutors and other agencies to promote a shared approach to providing access to justice services to vulnerable witnesses.
4. Promote access and communication ensuring key messages and documentation are accessible.
5. Liaise with external support agencies, including ACT Policing, DVCS, Victim Support ACT and other agencies that might provide counselling and therapeutic services, in order to refer vulnerable victims and witnesses for further assistance.
6. Undertake other duties as directed.

WHAT YOU REQUIRE

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

Core Capabilities:

1. Excellent oral and written communication skills, with the ability to present information clearly and effectively, including strong case note writing skills.
2. Demonstrated sensitivity to the issues experienced by vulnerable people in accessing the criminal justice system, and the ability to manage sensitive information and material with integrity and confidentiality while liaising with a diverse range of colleagues, stakeholders and clients.
3. Knowledge of, or ability to quickly gain knowledge of, the ACT Criminal Justice System and the court process.
4. Excellent organisational skills, including the ability to effectively manage, prioritise and coordinate a complex and time sensitive workload, and to meet deadlines in a fast-paced environment.

Professional Capabilities:

5. Ability to work in an ethical and professional manner within a multi-disciplinary team, set priorities and work without direct supervision whilst engaging with legal practitioners, police officers, support services and court staff.
6. Well-developed analytical skills with the ability to implement improvements in the workplace while considering relevant legal procedures affecting vulnerable witnesses.
7. Relevant training and/or education, including in social work or counselling, is not a pre-requisite however is highly desirable.

Other Capabilities

8. Resilience in the context of dealing with confronting material.
9. Demonstrated commitment to promoting a culturally safe and inclusive workplace as well as the ACT Public Service Respect, Equity and Diversity Framework, ACT Public Service Performance Framework and Workplace Health and Safety.

Compliance Requirements / Qualifications

1. This position requires a Working with Vulnerable People Check and a National Police Check.

APPLICATION

To apply for this position, please provide:

- a completed Application Coversheet.
- contact details for two referees.
- a resume/curriculum vitae that outlines your skills and experience.
- a response addressing the identified capabilities of no more than two (2) pages, describing how your knowledge, experience and qualifications meet the skills and capabilities required for this role.

**Note:*

- *Selection may be based on application and referee reports only.*
- *This process may form a merit pool to be utilised in the filling of future vacancies.*

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of *Witness Assistance Service Officer* 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
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	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Occasionally
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)	Occasionally
Working outdoors	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
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	Frequently

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

