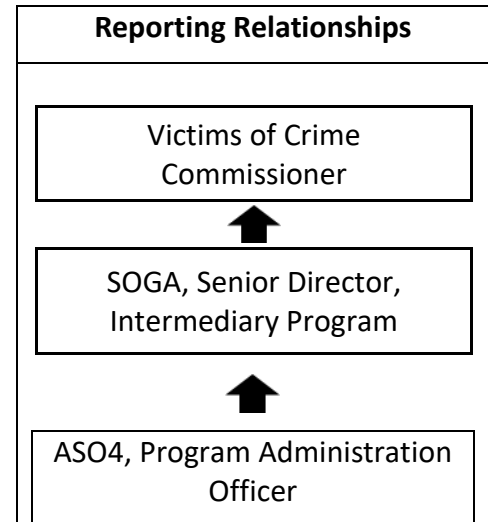




POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	Human Rights Commission
Branch	Victim Support ACT
Position Number	PN72050
Position Title	Program Administration Officer
Classification	Administrative Service Officer Grade 4
Location	Canberra, ACT
Last Reviewed	July 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

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

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*.
- 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

The Intermediary Program commenced in 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 expanded to vulnerable suspects and accused in early 2024.

The Program operates an 'on call' service 24/7 to respond to police, court and lawyer referrals, and the role will require the diligent and efficient management of intermediary resources, stakeholder engagement and other Program needs as they arise.

More information about the Program, including the Procedural Guidance Manual (PGM), can be found here: <https://hrc.act.gov.au/act-intermediary-program/>

POSITION OVERVIEW

This role will sit primarily within the ACT Intermediary Program. As a Program Administration Officer within the Program, you will work with a multi-disciplinary team to support intermediaries and other Program Administration staff in the day-to-day operations of intermediary services across the ACT. You will work collaboratively with internal and external stakeholders to ensure intermediaries are allocated appropriately to all police, court and other legal referrals received daily by the Program. You will also undertake discrete, ad hoc, administrative tasks as they arise and will have opportunities to support intermediaries as a 'responsible third party' at communication assessments for vulnerable witnesses.

Where there is capacity, you will provide support to Victim Support ACT to assist with any administrative tasks, primarily related to counselling and managing an shared inbox.

WHAT YOU WILL DO

Under the broad direction of the Program Senior Director and, as required, Director, the Program Administration Officer will:

1. Ensure proper administration of the Intermediary Program as per the Procedural Guidance Manual (PGM) and other legislative requirements.
2. Work directly with Program Administrators and intermediaries to fulfil referral administrative requirements, ensuring all documentation is complete and up-to-date using a variety of software programs including the Human Rights Commission's Resolve database and the suite of Microsoft applications.
3. Provide trauma-informed advice and guidance when engaging with persons referred to the Program to set up communication assessments and when attending as a responsible third party for court assessments and other engagements as required.
4. Analyse Program documentation, legislation, intermediary communication assessment reports and other guidance manuals.
5. Provide support to teams within Victim Support as these needs arise, and as directed by the Senior Director of Victim Support ACT.
6. This position does not involve direct supervision of staff.



Please note, this role includes significant exposure to traumatic and explicit content, including direct client contact with victim-survivors of violent crime relating to serious criminal matters, including child and adult sexual offences and homicide. The role will also involve engagement and direct contact with people accused of serious criminal matters.

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. Proven, high level organisational skills, including the ability to exercise initiative, prioritise workloads and meet deadlines.
2. Demonstrated high-level skills in the use of a variety of computer software and experience using technology systems whilst adhering to IT and records management business rules.
3. Demonstrated ability to prepare and maintain accurate records.
4. Experience working directly with victims, witnesses and vulnerable members of the community, particularly those engaged with the criminal justice system.

Behavioural Capabilities

1. Sound judgement, discretion and ability to manage sensitive and confidential material.
2. Sound oral and written communication skills including the ability to deal with and provide information to a diverse range of stakeholders, including applicants.
3. Demonstrated ability to independently problem-solve and appropriately respond to sensitive situations involving both internal and external stakeholders.
4. Demonstrated ability to work sensitively with people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, people diverse cultural communities, very young children, people with disability and people experiencing complex trauma.
5. Demonstrated understanding of, and commitment to, workplace diversity, workplace health and safety, and the values of the ACT Public Service.

Compliance Requirements/Qualifications

Highly Desirable

- Experience working with stakeholders in the ACT criminal justice system.
- Experience working with people with a diverse range of communication and/or developmental needs including First Nations people, people from a multicultural background, children, young people, people with a disability and older people would be highly regarded.

Required

- This position requires a Working with Vulnerable People Check and a National Police Check.
 - This position does not require a pre-employment medical.
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APPLICATION

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.



WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of the AO4 Program Administration Officer PNXXXX 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)	Occasionally
Fixed or specified start/finish times	Occasionally
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	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	Never
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