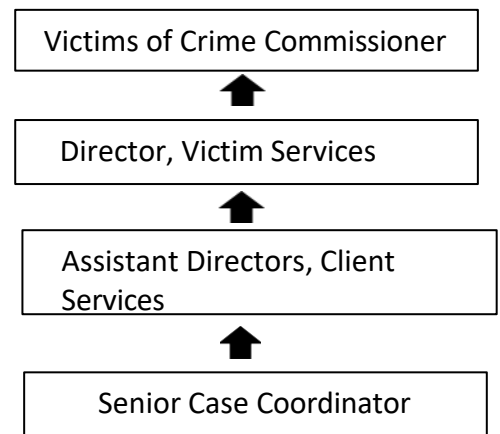




POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	Human Rights Commission
Branch	Victim Support ACT
Position Number	P55801
Position Title	Senior Case Coordinator
Classification	Administrative Services Officer 6 (ASO6)
Location	Canberra, ACT
Last Reviewed	August 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.

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
- 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 Justice and Community Safety Directorate. The VOCC and their 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 victim's interests and advocating for systemic reform to uphold victim rights.

POSITION OVERVIEW

The Senior Case Coordinator supports the Victims of Crime Commissioner's functions under the *Victims of Crime Act 1994* and *Victims of Crime Regulation 2000 (the Regulation)*.

Working within the Client Services Team, the Senior Case Coordinator will be responsible for working with clients to promote their recovery from crime-related harm and ensure Victim rights are upheld in line with the Charter of Rights for Victims of Crime. This includes making initial contact with new clients, providing ongoing case coordination and advocacy in relation to a client's engagement with the justice system, monitoring the provision of brokered therapeutic services, and supporting clients to apply for financial assistance as victims of crime. The Senior Case Coordinator works with clients of all ages, backgrounds and identities, over half of whom seek support in the context of family, domestic and/or sexual violence.

In addition to these duties, the Senior Case Coordinator provides support to the Client Services Team Leaders as required, including supervision and support to less experienced staff, developing and maintaining positive working relationships with key stakeholders, and contributing to continuous improvement of service delivery.

WHAT YOU WILL DO

Under the limited direction of the Assistant Directors, Client Services Team, the Senior Case Coordinator will:

1. Provide timely, accessible, individualised case coordination, support and advocacy to victims of crime. This includes provision of information, support and advocacy in relation to:
 - a) assisting victims to recover from the impacts of the crime;
 - b) advocating for the rights and interests of victims of crime in the criminal justice system in accordance with the *Charter of Rights for Victims of Crime*; and
 - c) organising counselling and other therapeutic support for clients from scheme providers.
2. Determine client eligibility for different levels of service and coordinate the provision of professional services in accordance with the Regulation.
3. Develop and maintain positive and collaborative working relationships with justice agencies, government agencies and non-government agencies including attending interagency meetings and other meetings as required.
4. Contribute to community engagement activities that promote awareness of the *Charter of Rights for Victims of Crime* and access to Victim Support (VS) ACT services.
5. Provide support to the Client Services Team Leader as required including supervision and support of less experienced team members and aiding continuous improvement of client service delivery.
6. Undertake other duties as reasonably required that are appropriate to this level of classification that contribute to the effective and efficient operation of VS ACT. This may also include the development, support, and delivery of programs within the Client Services



Team as needed.

7. Maintain records in accordance with the *Victims of Crime Regulation 2000*, the *Territory Records Act 2002* and the *Health Records (Privacy & Access) Act 1997*.

WHAT YOU REQUIRE

The following capabilities are required to perform the duties and responsibilities of this position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience providing trauma-informed support to victims of crime and vulnerable people from diverse client groups who have experienced trauma, including family and domestic violence and sexual assault.
2. Demonstrated ability to deliver a large volume of services to vulnerable and diverse client groups, including the ability to identify client needs, respond to risk and advocate with justice and other agencies to uphold client rights and interests.
3. A strong understanding, or ability to quickly acquire understanding, of the ACT criminal justice system, civil processes relating to family violence orders and personal protection orders and the Charter of Rights for Victims of Crime.
4. Ability to plan, develop and implement programs related to the work of the Client Services Team.

Behavioural Capabilities

1. Excellent organisational skills, including the ability to effectively prioritise and manage a high volume of complex, time-sensitive work and meet deadlines in a fast-paced environment.
2. Demonstrated high-level communication skills, including the ability to produce accurate workplace documents, engage sensitively and collaboratively with a range clients and colleagues and develop and maintain relationships with other stakeholders.
3. Demonstrated ability to work collaboratively as part of a cooperative team, including provision of peer supervision, debriefing and support, in an environment with exposure to traumatic content including homicide, sexual assault, and family violence.

Compliance Requirements/Qualifications

1. Tertiary qualification in social work, counselling, psychology, human services delivery, criminal justice, law, or related disciplines is highly desirable.
2. Experience working with Aboriginal and Torres Strait Islander community members, people from a Culturally and Linguistically Diverse background and people with a disability is highly desirable.
3. This position requires a Working with Vulnerable People registration and a National Police Check.



WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Case Coordinator (P55801) 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
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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	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
