



ACT
Government

Justice and Community Safety



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: 11921

Division: ACT Corrective Services

Classification: Administrative Services Officer
Class 6 (ASO6)

Business Unit: Offender Reintegration

Position Title: Community Aboriginal and
Torres Strait Islander Liaison Officer

Location: 2 Constitution Avenue, Canberra
City/Alexander Maconochie Centre, Hume,
Ngunnawal Country

Position Requirements: Working with
Vulnerable People clearance, Drivers Licence
(Class C)

Last Reviewed: 01/09/2026

Note: This is an Aboriginal and Torres Strait Islander identified position and is only open to
Aboriginal and/or Torres Strait Islander peoples.

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.



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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

DIVISION OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and

The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BUSINESS UNIT OVERVIEW

Offender Reintegration (OR) plays a vital role in the successful reintegration of an offender into the community by seeking to reduce criminogenic risk and supporting an offender to address other causal factors related to their offending behaviour.

Key functions of the Offender Reintegration division are to:

- Deliver a holistic model of Integrated Offender Management (IOM) to offenders throughout their custody and/or supervision period;



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- Deliver strong reintegrative services through employment, housing and family reconnection;
- Provide a streamlined and integrated model of sentence management and program delivery that meets the needs of the detainee and offender population;
- Provide specialised services in assessment, case management and therapeutic services that promote rehabilitation opportunities.

This position will also work within Community Corrections and play a key role in service delivery to community offenders.

Community Corrections plays a vital role in the management and supervision of persons subject to a community-based Court or Parole Order by seeking to reduce criminogenic risk and providing support to address other causal factors related to their offending behaviour. The Branch delivers services through Community Corrections, Justice Housing Program and Reintegration and the ACTCS Intelligence Unit.

POSITION OVERVIEW

The Community Aboriginal and Torres Strait Islander Liaison Officer (CALO) will play a key role within Offender Reintegration and Community Corrections to support ACTCS staff to work effectively with Aboriginal and Torres Strait Islander people to improve outcomes for these populations. The CALO will provide individual case support and expertise at the operational level in both community and custodial settings and will also aim to develop more systemic approaches to cultural engagement, including development of relationships with key stakeholder organisations.

WHAT YOU WILL DO

Under the limited direction of the Assistant Director, Cultural Services, the CALO will:

1. Provide support to ACTCS staff regarding engagement of, and working effectively with, Aboriginal and Torres Strait Islander offenders in custody and community.
2. Build and maintain relationships with Aboriginal and Torres Strait Islander clients, Elders, stakeholders and community members.
3. Contribute to the effective operations of the Community Corrections External Reporting Sites by attending the sites on a rotating roster, maintaining positive relationships with clients and stakeholders and taking carriage of associated administrative tasks.
4. Promote and apply the principles of contemporary best practices in relation to offender management in the context of supporting culturally informed assessment, case planning and intervention strategies for Aboriginal and Torres Strait Islander clients.
5. Critically review client-related assessments, case plans and other professional documents to identify and address potential cultural bias, assumptions and contextual factors, while recommending culturally responsive methods and alternative approaches.



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6. Support ACTCS Cultural Services Unit with the facilitation of Aboriginal and Torres Strait Islander specific programs, services, events and special initiatives.
7. Assist in the development of culturally appropriate reports to the Courts, releasing authorities and other statutory bodies for Aboriginal and Torres Strait Islander clients.
8. Prepare and provide accurate written and verbal reports, statistical information and advice to a range of stakeholders in relation to Aboriginal and Torres Strait Islander clients, as required.
9. Maintain records in accordance with the Territory Records Act 2002.
10. Undertake other duties appropriate to this level of classification which contribute to achieving the goals of the organisation.

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 understanding of Aboriginal and Torres Strait Islander culture.
2. Proven ability to provide flexible solutions in a dynamic work environment across community and custodial settings.
3. Demonstrated ability to ensure compliance with legislation in the public sector.

Behavioural Capabilities

1. Well-developed liaison and communications skills, including the ability to prepare written reports.
2. Demonstrate relationship management skills, including the ability to build and maintain effective relationships with a diverse range of clients and stakeholders.
3. Ability to be flexible and to adapt to different work locations.

Compliance Requirements/Qualifications

1. Experience working with vulnerable clients with complex needs in a criminal justice setting is highly desirable.
 2. Driver's licence (Class C) is essential.
 3. This position requires a pre-employment medical.
 4. This position requires a Working with Vulnerable People registration.
 5. This is an Identified position in accordance with Section 27(4) of the *Public Sector Management Act 1994* and is only open to Aboriginal and/or Torres Strait Islander peoples. Aboriginal and/or Torres Strait Islander identity is considered essential and therefore confirmation of cultural identity may be requested.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Community Aboriginal and Torres Strait Islander Liaison Officer (position number 11921) 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	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Occasionally
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)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally



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Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
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	Frequently
Exposure to potentially distressing case material	Frequently

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