ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: ACT Corrective Services

Business Unit: Community Corrections

Position Title: Victim Liaison Officer

Position Requirements: Drivers Licence, WWVP registration

Position Number: P56633

Classification: Administrative Service Officer Class 6 (ASO6)

Location: 2 Constitution Ave, Canberra City, Ngunnawal Country

Last Reviewed: 28/08/2026

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

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 Westminister 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

Community Corrections plays a vital role in the monitoring, management and supervision of persons subject to a community-based Court or Parole Order and those who avail themselves of post-release transition support by seeking to reduce criminogenic risk and contribute to enhancing community safety. Services are delivered through the following work areas:

- 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.
- Justice Housing Program and Reintegration – plays a vital role in the successful reintegration of offenders into the community, by delivering strong reintegrative services through housing and throughcare.
- Intelligence Unit - is responsible for the strategic, operational and tactical intelligence across the whole of ACTCS, as well as the identification of systemic themes and risks within ACTCS and early indicators of criminal activity.

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 demonstrate the related signature behaviours.

POSITION OVERVIEW

The Victim Liaison Officer (VLO) is a full-time position within Community Corrections and plays a critical role in supporting ACTCS to meet its obligations under the *Victims of Crime Act 1994* legislation ('the Charter of Rights for Victims of Crime'). This position provides information, advice and support across Community Corrections to ensure that the rights, interests and dignity of victims of crime are recognised and upheld within the offender case management framework.

The VLO works collaboratively with Community Corrections staff and other criminal justice agencies to promote victim-centred practices and in meeting their obligations under the Charter of Rights. The role supports victims by facilitating access to accurate information regarding Community Corrections processes and ensuring victims have appropriate opportunities to contribute to pre-sentencing reports and assessments.

The VLO provides expert advice and guidance to Community Corrections staff on matters relating to victims of crime and assists in responding to complaints and concerns raised by victims in an empathetic, constructive and professional manner. The position works closely with the Victims of Crime Commissioner and other justice agencies to support the resolution of complaints involving ACTCS and to strengthen agency-wide compliance with the Charter of Rights for Victims of Crime.

The role represents ACTCS in interagency forums, communities of practice and other stakeholder engagements, contributing to continuous improvement in victim services and maintaining contemporary knowledge of services, supports and emerging issues affecting victims of crime. Through these activities, the VLO assists ACTCS to embed victim-focused principles into policy, practice and service delivery, ensuring the agency meets its legislative and ethical responsibilities to victims of crime.

WHAT YOU WILL DO

Under the limited direction of the Director, Community Corrections, the VLO will:

1. Provide specialist advice and support to Community Corrections staff to ensure victims of crime receive accurate, timely and appropriate information in accordance with legislative and policy requirements.
2. Facilitate victim participation in correctional processes, including obtaining and incorporating victim input into sentencing assessments for Courts, such as Pre-Sentence Reports, Drug and Alcohol Treatment Assessments and Intensive Correction Order (ICO) Assessment Reports.
3. Respond to enquiries, concerns and complaints from victims of crime and/or their advocates and stakeholders in a professional, empathetic and trauma-informed manner, promoting positive engagement and appropriate resolution outcomes.
4. Deliver training, education and guidance to staff on victims' rights, victim safety and evidence-based practice within the offender case management context.
5. Provide timely high-level advice, briefings, reports and recommendations on victim-related matters, legislative obligations, emerging issues and best practice approaches.
6. Act as a liaison between ACTCS, Victim Support ACT, criminal justice agencies and other government and non-government stakeholders to support effective information sharing and service coordination.
7. Represent ACTCS at interagency meetings, forums, committees and working groups, contributing to initiatives that improve outcomes for victims of crime.
8. Undertake research and maintain contemporary knowledge of legislation, policies and evidence-based practices to support continuous improvement in victim-centred service delivery.
9. Contribute to the development, review and quality assurance of policies, procedures, records and information management systems to ensure compliance and data integrity.
10. Undertake other duties as directed to support the achievement of Community Corrections objectives and organisational priorities.
11. Maintain records in accordance with the requirements of the *Territory Records Act 2002.*
12. This position does not directly manage staff.

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 ability to apply the principles of contemporary best practices in relation to victims of crime in the context of offender case management.
2. Demonstrated ability to interpret legislation, policy and standards for practical application along with a knowledge of, or ability to quickly acquire a knowledge of, issues directly relating to victims of crime.
3. Demonstrated knowledge of the criminal justice system and how it interacts with the rights of victims of crime in accordance with relevant legislation.

Behavioural Capabilities

1. Demonstrated ability to develop and maintain effective relationships with a wide range of internal and external stakeholders.
2. High level written and verbal communication skills, including the ability to prepare written reports, as well as provide ongoing training and education.
3. Demonstrated experience in working directly with vulnerable members of the community and the ability to work sensitively with people from diverse backgrounds including Aboriginal and Torres Strait Islander people, people with disability, LGBTQIA+ people, and culturally and linguistically diverse people.

Compliance Requirements/Qualifications

1. Experience working with victims of crime and relevant tertiary qualifications are highly desirable.
2. Background police checks will be conducted.
3. Driver's licence is essential.
4. This position requires a pre-employment medical.
5. This position requires Working with Vulnerable People registration.
6. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
7. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Victim Liaison Officer (P56633)** 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	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	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)	Never
Working outdoors	Never

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

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