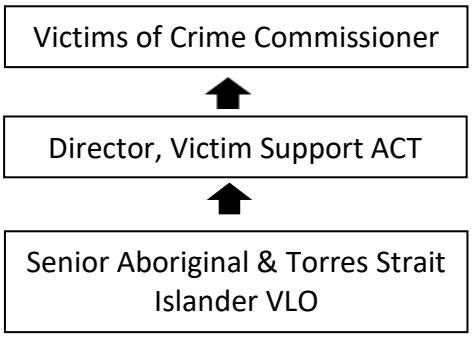
VICTIMS OF CRIME COMMISSIONER
ACT Human Rights Commission

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Human Rights Commission
Branch	Victim Support ACT
Position Number	P72320
Position Title	Aboriginal & Torres Strait Islander Victim Liaison Officer (VLO)
Classification	ASO6
Location	Canberra, ACT
Last Reviewed	November 2026

Reporting Relationships



This is an Identified position in accordance with Section 27(4) of the Public Sector Management Act 1994 and is only open to an Aboriginal and/or Torres Strait Islander person. Aboriginal and/or Torres Strait Islander lived experience and cultural capability is considered essential and therefore confirmation of Aboriginal and/or Torres Strait Islander heritage may be requested.

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
- 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 Directorate. The VOCC and her team at Victim Support ACT (VSACT) 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 Victims Rights within the *Victims of Crime Act* 1994.
- Case coordination, court support and brokered therapeutic services through the Victims Services Scheme, pursuant to 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) Ac*t 2016.
- Administration of the Victims Registers, pursuant to the *Victims of Crime Act 1994* and the *Crimes (Sentence Administration) Act 2005*.
- The Family Violence Safety Action Program which facilitates collaborative identification, assessment and response to high-risk family violence matters, with a focus on perpetrator accountability.
- The Intermediary Program in which skilled and accredited professionals facilitate the communication of witnesses with communication difficulties.
- Facilitating cooperation between agencies involved in the justice system with respect to victims rights and interests and advocating for systemic reform to uphold victim rights.

POSITION OVERVIEW

The Senior Aboriginal and Torres Strait Islander Liaison Officer will undertake a range of duties to support the operation of the Victim Support ACT Aboriginal and Torres Strait Islander Program (Program).

The Senior Aboriginal and Torres Strait Islander Liaison Officer will be the first point of contact for Aboriginal and Torres Strait Islander clients, ensuring clients are provided with a culturally appropriate service. The Aboriginal and Torres Strait Islander Liaison Officer will be required to build and maintain strong relationships with Aboriginal and Torres Strait Islander agencies and other key services to ensure our clients receive the help and support they need.

WHAT YOU WILL DO

The Victim Support ACT Aboriginal and Torres Strait Islander Program uses a proactive outreach model to improve Aboriginal and Torres Strait Islander peoples' access to rights and services as victims of crime.

Under the limited direction of the Director, Client Services, the Senior Aboriginal and Torres Strait Islander Victim Liaison Officer will:

1. Work with Aboriginal and Torres Strait Islander communities and organisations to raise awareness of the rights and services of people affected by crime.
2. Facilitate access to the services of Victim Support ACT for Aboriginal and Torres Strait Islander victims of crime and contribute to the strategic objectives of Victim Support ACT. Proactive outreach in the community is a core element of this role.
3. Work constructively across the team, participate in supervision and continuing professional development and contribute to service improvements and evaluation.
4. Provide support to the Client Services Director, including supervision and management of less experienced team members and prepare reports on clients access to the service and attend meetings as required.
5. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the Branch.

WHAT YOU REQUIRE

Aboriginal or Torres Strait Islander identity is a genuine occupational qualification for this position.

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 experience working with Aboriginal and Torres Strait Islander clients.
2. Experience assessing the needs of clients in crisis and who have experienced trauma, family and domestic violence and sexual assault.
3. A strong understanding, or ability to quickly acquire a strong understanding of the criminal justice system and civil processes relating to family violence orders, personal protection orders and sexual assault matters.
4. The ability to contribute to ongoing review of work practices to aid continuous improvement of client service delivery.

Behavioural Capabilities

1. Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander communities.
2. Demonstrated high-level verbal and written communication skills, including the ability to communicate sensitively and work collaboratively with client's, colleagues, volunteers and external agencies.
3. Demonstrated ability to work autonomously when required and constructively with team members across the agency.

Compliance Requirements/Qualifications

1. Security clearance checks will be conducted.
2. Driver's license class C is essential.
3. This position does require a Working with Vulnerable People Check.
4. Qualifications in social work, human services delivery, or related disciplines would be highly regarded.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Aboriginal & Torres Strait Islander Victim Liaison Officer (P72320) 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	Frequently

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	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