

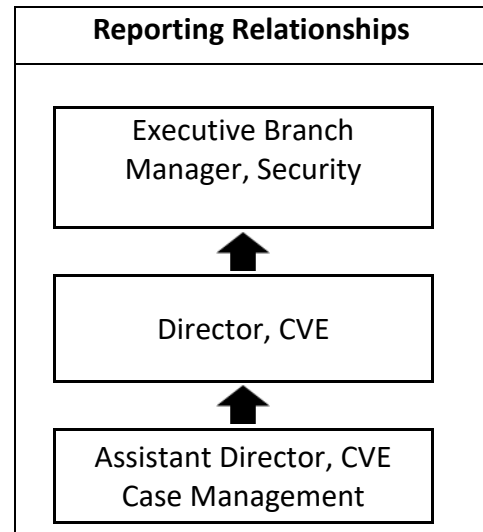


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	Community Safety Policy and Programs Division
Branch	Security
Position Number	P70745
Position Title	Assistant Director, CVE Case Management
Classification	Senior Officer Grade C (SOGC)
Location	Canberra City
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 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

The Community Safety, Policy and Programs (CSPP) Division provides high level policy advice to Government on strategic initiatives related to reducing recidivism, crime prevention and Aboriginal and Torres Strait Islander peoples in the justice system, as well as community safety, corrections, policing, security and emergency management matters for the ACT Government.

BRANCH OVERVIEW

The Security Branch leads policy development, reform, and implementation on security matters, including protective security, data security, counter terrorism, countering violent extremism, and security of critical infrastructure. The Branch works closely with the Commonwealth Government to implement national security initiatives in the ACT.

The Security Branch fosters the development of policies and programs that involve:

- Counter-terrorism (CT)
- Countering violent extremism (CVE)
- Protective security, including safer public places
- Critical infrastructure
- National committees
- Australian Government funding programs
- The ACT's public safety CCTV system
- Administration and coordination of National Security clearances

The Branch also provides high level policy advice and secretariat support to several whole-of-Government committees that coordinate national security matters across the ACT.

POSITION OVERVIEW

The Assistant Director, CVE Case Management (Assistant Director) is responsible for leading delivery of case management functions for the ACT's countering violent extremism (CVE) early-intervention program, the ACT Support and Intervention Program (ACT-SIP). The Assistant Director will have experience working with

sensitive and complex clients, and will work closely with partners including community sector, ACT Policing, ACT Health, Education and Community Services Directorates to lead assessments, case planning, review and case load monitoring. The ability to foster and maintain strong working relationships with CVE partners, work flexibly and drive innovative solutions is essential.

The Assistant Director will have experience in developing case management processes, guidelines and associated documents and will be responsible for updating operational and governance processes and arrangements to ensure the ACT-SIP operates effectively and consistent with national best practice. The ability to think critically and creatively, conduct research, analysis and communicate effectively is necessary.

The Assistant Director is also responsible for advising the Director CVE, CSPP executive and CVE strategic and governance bodies on CVE case management operational matters, including emerging risks and opportunities. They will lead the preparation of input for reporting, briefings and evaluation activities.

The Assistant Director is supported by the CVE Operational Support Officer. They will also work alongside the broader CVE team and Security Branch to support the delivery of a broad range of CVE initiatives in the ACT, including strengthening partnerships and supporting the delivery of CVE education and awareness activities.

WHAT YOU WILL DO

Under the limited direction of the Director CVE, the Assistant Director, CVE Case Management will:

1. Lead the case management of adults, children and young people, through their voluntary engagement with the ACT-SIP. This may include chairing multi-disciplinary support and case conferences, face to face engagement with participants and/or their families, leading assessments, coordinating and monitoring cases.
 2. Identify gaps and opportunities for continuous improvement in case management processes for the ACT-SIP, and lead the development and implementation of process improvements. This may include making recommendations to the CVE Operational Governance Group, and support briefing to the ACT CVE Committee, and other governance bodies as required.
 3. Build and manage relationships with stakeholders within government agencies, law enforcement and non-government sectors to deliver support delivery of the ACT-SIP.
 4. Prepare high quality written reports, case notes, client intervention plans, briefings, submissions and other correspondence.
 5. Lead the preparation of material to support reporting on, and evaluation of, the ACT's CVE intervention program activities and support the delivery of CVE education and awareness activities in the ACT.
 6. Develop expertise in CVE matters and support national consistency and interoperability through attendance at relevant practitioner training, national forums, workshops and meetings, and to build a strong network with practitioners in other jurisdictions.
- This position may involve direct supervision of up to three 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 knowledge of the principles of contemporary best practices in relation to early intervention, including the facilitation of needs assessments; development of case management plans; referrals to suitable programs and services designed to address specific behaviours; and strategies to increase motivation to address identified risks.
2. Demonstrated experience working with complex clients in a social work or case management role. Experience in a voluntary engagement setting is highly desired.
3. Demonstrated highly developed written and oral communication skills, including the ability to prepare quality briefs, reports and other correspondence on complex and sensitive issues.

Behavioural Capabilities

4. Demonstrated relationship management skills, including the ability to build and maintain effective working relationships and the ability to act with discretion when dealing with sensitive issues.
5. Highly developed organisational skills, including the demonstrated the ability to determine and manage priorities in high pressure situations.
6. Demonstrated ability to work autonomously, using initiative to drive agreed outcomes as well as in a team, working with others to find innovative solutions, build efficiency and champion unique expertise.

Compliance Requirements/Qualifications

1. At least two (2) years of practical experience working in a comparable social work/case management role.
2. This position is a Designated Security Assessed Position. Australian citizenship and a current Baseline security clearance or ability to obtain and hold a Baseline security clearance is a mandatory qualification.
3. Driver's licence C class is essential.
4. This position does require a Working with Vulnerable People Registration.
5. Relevant tertiary qualifications in community services, sociology, criminology, justice, correctional practice, social sciences, human services, health or related field are highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, CVE Case Management (P70745) 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	Never
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

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	Frequently
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	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never
TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

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