

**ACT**

Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Corporate and Strategic Services
Section	Therapeutic and Client Services
Position Title	Senior Director
Position Number	P61822
Classification	Senior Officer Grade A (SOGA)
Location	Canberra City
Last Reviewed	August 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.

The ACTPS supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

The ACTPS is committed to the principles of Reasonable Adjustment to ensure everyone has equitable employment opportunities.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (**the Directorate**) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focused; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General

- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT OVERVIEW

The ACT Courts and Tribunal (**ACTCT**) supports the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. It provides the Supreme Court, Magistrates Court and ACT Civil and Administrative Tribunal (**ACAT**) with registry, court support, forensic, corporate and strategic services.

The ACTCT is led by the Principal Registrar and CEO appointed under the Court Procedures Act 2004 and has the following business areas:

- Executive
- Registrar's Office (Supreme Court) includes Registry Operations and the Sheriff's Office
- Registrar's Office (Magistrates Court)
- Registrar's Office (ACAT) includes ACAT Administration
- Corporate and Strategic Services.

NOTE: The nature of the organisation is such that staff may be exposed to sensitive material or information that may be confronting and culturally sensitive. ACTCT provides support services and training to assist staff in being culturally aware, resilient and safe in the workplace.

BRANCH OVERVIEW

The ACTCT Corporate Services and Strategy Branch is responsible for delivering a range of corporate and strategic services that support the operations of each court and ACAT.

The services delivered by the Branch include:

- Strategic governance and human resource management
- Financial and budget management;
- Preparation of high-level budget bids;
- Statistical analysis and reporting;
- Accountability and agency performance reporting;
- Internal communication and consultative arrangements;
- Organisational governance and administrative support;
- Risk and compliance, development and implementation activities;
- Facility and asset management;
- Procurement and contract management;
- Leadership in organisational planning;
- Resource planning aligned to strategic goals; and
- Management of information technology services and business solutions (or systems)

POSITION OVERVIEW

The Senior Director, Therapeutic and Client Services leads a team to provide effective and timely services to vulnerable court and tribunal users and ACTCT operations. The Senior Director, Therapeutic and Client Services is pivotal in developing, fostering and supporting an ACTCT therapeutic approach to justice.

The Senior Director, Therapeutic and Client Services will have strong communication skills, including high level influencing skills and relationship building skills.

The Senior Director, Therapeutic and Client Services contributes directly to the ACTCT Strategic Intent to deliver access to justice for the ACT community.

WHAT YOU WILL DO

Under the broad direction of the Executive Branch Manager, Corporate Services and Strategy, the Senior Director, Therapeutic and Client Services will:

1. Lead the Therapeutic and Client Services Team to provide effective and timely provision of services to vulnerable court and tribunal users and ACTCT operations.
2. Work collaboratively with relevant stakeholders to co-design, implement and manage an ACTCT Therapeutic Model to support an evidence based, trauma informed therapeutic approach to service delivery.
3. Work collaboratively with members of the Therapeutic and Client Services team and broader ACTCT teams to co-design, implement and manage program and initiative manuals, tools, processes and quality systems to support ACTCT therapeutic approaches and programs, including but not limited to the Disability Action and Inclusion Plan, JACS Multicultural Plan and the Aboriginal and Torres Strait Islander Action Plan.
4. Lead change across ACTCT operations to support vulnerable court and tribunal users, and ensure culturally safe and responsive engagement with, and support to, Aboriginal and Torres Strait Islander people.
5. Identify systemic issues, sharing best practice knowledge, and innovating and implementing improvement initiatives.
6. Build and maintain collaborative and positive working relationships with internal and external stakeholders, and influence outcomes through effective engagements, communications and negotiations.
7. Advise and support the Judiciary, Members, Executive Officers and teams on new or continuing programs in line with the ACTCT Therapeutic Model.
8. Represent ACTCT in a range of cross government and community forums and committees, including but not limited to Supported Decision Making and Disability Justice.
9. Identify and lead organisational maturity and responses toward staff and client wellbeing, physical and psychosocial safety, and best practice engagements.
10. Provide therapeutic support and drive service improvements to ACT Court Therapeutic Programs, including but not limited to Circle Courts, Drug and Alcohol Sentencing List, and the Co-coordination of the Care and Protection Intensive List.
11. This position **does** involve direct supervision of 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 skills, knowledge and experience in program development, delivery, monitoring and evaluation in a complex and high risk environment.
2. Demonstrated leadership skills, including the ability to effectively manage, develop and lead teams to deliver high quality outcomes in a complex environment with competing deadlines and priorities.
3. Demonstrated superior communication and engagement skills, including the ability to participate, negotiate and communicate at all levels to influence outcomes.
4. Highly developed supportive supervision and leadership skills, to ensure complex client engagements are managed safely and effectively and staff are appropriately supported to provide excellent client service provision.

Behavioural Capabilities

1. Highly developed organisational skills, including the demonstrated ability to manage and deliver workflows in a complex and dynamic environment with resilience, and the ability to work under pressure and to tight timeframes.
2. Demonstrated superior interpersonal and consultation skills, including the proven ability to develop and maintain effective working relationships in a culturally sensitive manner with a wide range of internal and external stakeholders.
3. Demonstrated ability to consistently display a commitment to high quality customer service principles and practices, as well as a commitment to modelling the ACTPS values and behaviours.
4. Demonstrated ability to analyse client and stakeholder needs, and develop, evaluate and promote client services both within operational and strategic capacities.

Compliance Requirements/Qualifications

1. Qualifications which complement the roles diverse oversight, including but not limited to Occupational Therapy, Social Work or a relevant clinical background with experience working with complex clients within the justice system is highly desirable.
2. Experience with informed program delivery in a public sector environment is highly desirable.
3. This position **does require** a background check.
4. This position **does not require** a pre-employment medical.
5. This position **does require** a Working with Vulnerable People Check

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Senior Director, Therapeutic and Client Services (P61822)** 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
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)	Frequently
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	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	Occasionally
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	Frequently

Exposure to potentially distressing case material	Frequently
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OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never