

Witness Assistance Services (WAS) Paralegal

Directorate: Justice and Community Safety

Business Unit: Office of the Director of Public Prosecutions (ACT)

Branch: Witness Assistance Service

Position Number: P70893

Position Title: Witness Assistance Services (WAS) Paralegal

Classification: Paralegal Grade 2

Location: 20-22 London Circuit, Canberra City

Last Reviewed: July 2026

Director of Public
Prosecutions



WAS Manager



WAS Paralegal

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.

OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS OVERVIEW

The ACT Office of the Director of Public Prosecutions was established under the *Director of Public Prosecutions Act 1990* to institute, conduct and supervise prosecutions and related proceedings.

The Office comprises:

- The Director of Public Prosecutions (the Director), an independent statutory officer appointed by the ACT Executive
- Staff employed under the *Public Sector Management Act 1994* to assist the Director.

The ODPP's principal role is to provide an independent, professional and effective prosecution service to the ACT community.

The Office maintains a strong commitment to the ACT Public Service Code of Conduct.

WITNESS ASSISTANCE SERVICES OVERVIEW

The Witness Assistance Service (WAS) is an integral part of the ACT Office of the Director of Public Prosecutions (ODPP). The team comprises professional and para-professional staff who act as a link between prosecutors and victims, witnesses, and their families in matters before the court. WAS Officers provide frontline support throughout legal proceedings by explaining processes and decisions, facilitating referrals to external services, and providing emotional support. They also promote victims' meaningful participation in the criminal justice process. The WAS team recognises that criminal proceedings can be traumatic and isolating for victims of crime.

POSITION DESCRIPTION

The Paralegal - Witness Assistance Services provides administrative, project and operational support to the Witness Assistance Services team. The position is responsible for coordinating and managing the centralised Witness Assistance Services inbox, ensuring enquiries and referrals are triaged, actioned and responded to in a timely, professional and accurate manner.

The role supports the delivery of team projects, business improvement initiatives and operational priorities through effective planning, coordination, monitoring and administration. The position acts as a key liaison point between Witness Assistance Services, internal stakeholders and external agencies to facilitate information sharing, coordinate responses and ensure clear and timely communication.

Working collaboratively within a multidisciplinary environment, the Paralegal contributes to efficient service delivery and supports the team's commitment to providing high-quality services to victims and witnesses involved in the criminal justice system.

WHAT YOU WILL DO

Under the direction of the WAS Manager, you will:

1. Manage the centralised Witness Assistance Services email inbox, including monitoring, triaging and distributing correspondence to appropriate staff members.
2. Ensure enquiries, referrals and requests for information are responded to within agreed timeframes.
3. Maintain accurate electronic records, databases and administrative systems.
4. Coordinate meetings, agendas, minutes and follow-up actions as required.
5. Monitor and track outstanding tasks, requests and actions to support effective team operations.

6. Contribute to the development and continuous improvement of administrative systems and processes.
7. Assist WAS officers in the performance of their duties as necessary and directed.
8. Undertake other duties and responsibilities as reasonably required to support operational needs and business priorities.
9. Adhere to the ACT Public Service Values, Code of Conduct and all relevant ACT legislation and Public Sector policies and procedures.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Core Capabilities – Professional Capabilities

1. Demonstrated administrative and organisational skills, including the ability to manage competing priorities and meet deadlines.
2. Experience coordinating workflows, monitoring progress and maintaining accurate records.
3. Strong written communication skills, including the ability to draft professional correspondence and reports.
4. Sound proficiency in Microsoft Office applications and electronic records management systems.

Behavioural Capabilities –

1. Demonstrated ability to maintain professional and effective working relationships with internal and external stakeholders to support administrative and operational activities.
2. Produces accurate written correspondence tailored to the audience and purpose.
3. Effectively manages multiple tasks and competing priorities.
4. Demonstrates initiative in identifying and resolving administrative issues.
5. Maintains confidentiality and exercises sound judgement when handling sensitive information.
6. Demonstrated honesty, integrity and probity consistent with public service professionalism and values.
7. Uphold the values and principles of the ACT Public Service, with demonstrated commitment to promoting a culturally safe and inclusive workplace as well as the ACT Public Service Respect, Equity

and Diversity framework, ACT Public Service Performance framework and Workplace Health and Safety framework.

Compliance Requirements/Qualifications

1. Experience working in a legal, justice, government, community services or human services environment.
2. Experience supporting projects, business improvement initiatives or administrative programs.
3. Understanding of the criminal justice system and the role of the Office of the Director of Public Prosecutions would be highly regarded.
4. The successful candidate/s will be required to undergo a pre-employment National Police Check.

APPLICATION

To apply for this position, please provide:

- A completed application form (available via the position advertisement at www.jobs.act.gov.au), including contact details for two referees.
- A resume/curriculum vitae that outlines your skills and experience.
- A response of no more than two (2) pages, addressing the identified capabilities describing how your knowledge, experience and qualifications meet the skills and capabilities required for this role.

Note:

- *Selection may be based on application and referee reports only.*
- *This process may form a merit pool to be utilised in the filling of future vacancies.*

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of *WAS Paralegal* and indicates how frequently each of these requirements would be performed. Please note that the ACTPS is committed to providing reasonable adjustments 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	Frequently
Sitting at a desk	Frequently

Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	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	Occasionally
Exposure to potentially distressing case material	Frequently

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