

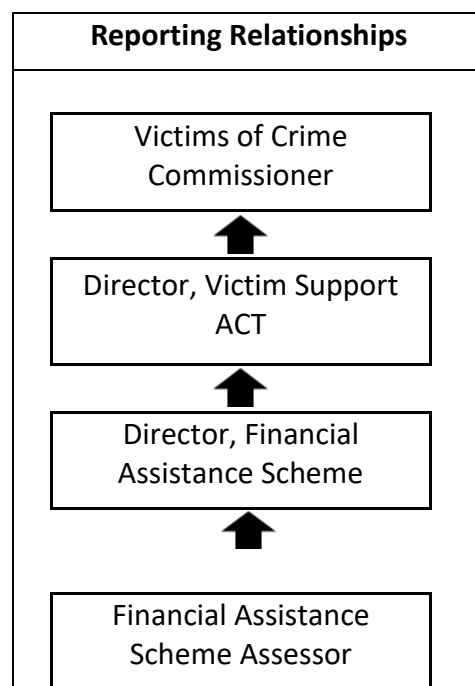


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	Human Rights Commission
Branch	Victim Support ACT
Position Number	P46587
Position Title	Financial Assistance Scheme Assessor
Classification	Administrative Services Officer Class 5 (ASO5)
Location	Canberra City
Last Reviewed	February 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 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

BUSINESS UNIT/AGENCY OVERVIEW

The ACT Human Rights Commission (HRC) is an independent agency established by the *Human Rights Commission Act 2005*. The Commission works to:

- Provide an independent, fair and accessible process for resolving individual complaints
- Promote service improvement
- Promote the human rights and welfare of people
- Foster understanding of particular legislation
- Provide advocacy for children, young people and adults experiencing vulnerability
- Provide victim service & financial assistance.

The Commission includes four statutory officer holders:

- President and Human Rights Commissioner
- The Children & Young People Commissioner and Public Advocate
- The Discrimination, Health, Disability & Community Services Commissioner
- Victims of Crime 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 Justice and Community Safety Directorate. The Acting VOCC, Ms Margie Rowe, and her team 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 Rights for Victims of Crime, within the *Victims of Crime Act 1994*.
- Case coordination, court support and brokered therapeutic services through the Victims Services Scheme, in accordance with 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) Act 2016*.
- The provision of expert, independent communication advice to police, courts and lawyers via the Intermediary program.
- Facilitating cooperation between agencies involved in the justice system with respect to victims interests and advocating for systemic reform to uphold victim rights.

The VOCC is the decision maker for applications under the *Victims of Crime (Financial Assistance) Act 2016* (the Act).

The Financial Assistance Scheme (FAS) team deliver the scheme in accordance with the objectives of the Act:

- To assist victims of crime to recover from acts of violence;
- To contribute to the safety of victims of crime and the prevention of future acts of violence;
- To acknowledge the harmful effects of acts of violence; and
- To complement services available through the Victims Services Scheme and other services for victims of crime.

POSITION OVERVIEW

Under the delegation of the Victims of Crime Commissioner, the Financial Assistance Scheme (FAS) Assessor will assess and determine applications for victims of crime under the *Victims of Crime (Financial Assistance) Act 2016*. Applications received by VSACT are decided in accordance with legislation, guidelines, policies and procedures. The FAS Assessor will be required to exercise discretion in decision making, framed by the relevant legislative frameworks.

WHAT YOU WILL DO

Under the general direction of the FAS Director, the FAS Assessor will:

1. Manage a caseload of applications for financial assistance under the Act.
2. Make timely, accurate and well-reasoned decisions about applications in accordance with the Act, other relevant legislation and policy intent.
3. Liaise with applicants and/or their representatives, ACT Policing, service providers and others in accordance with the Act.
4. Provide information and referrals for clients with additional support needs (including connecting clients with the Victims Services Scheme).

5. Contribute to community engagement and training.
6. Identify and implement continuous improvement activities.
7. Actively participate in an organisational culture that values and rewards collaboration, innovation, performance and positive staff contributions.
8. Maintain records in accordance with the *Territory Records Act 2002*, organisational policy and the *Health Records (Privacy and Access) Act 1997*.
9. Other duties as directed.

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. Experience and demonstrated ability to undertake research and analysis and interpret legislation, regulations and other guideline materials to support decision making.
2. Demonstrated ability to use sound judgment.
3. Experience communicating with vulnerable client groups about their rights and entitlements.
4. Excellent verbal and written communication skills, including the ability to prepare complex workplace documents.

Behavioural Capabilities

1. Ability to work collaboratively with internal and external stakeholders.
2. Ability to work independently and also contribute to a larger team.
3. Excellent organisational skills, including the ability to manage a high volume of work, often under pressure and with competing priorities.

Compliance Requirements/Qualifications

- Tertiary qualification in law is highly desirable.
- Experience working with victims of crime, including people affected by domestic, family and sexual violence is highly desirable.
- Experience working with justice and community stakeholders is highly desirable.
- This position requires an ACT Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of FAS Assessor (P46587) 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	Occasionally
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	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)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
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	Never
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	Never
Exposure to potentially distressing case material	Frequently

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