



Directorate:	Justice and Community Safety	Position Title:	Assessor
Division:	ACT Human Rights Commission	Position Number:	P42175, several
Branch:	Victim Support ACT	Classification:	ASO 5
Section:	Financial Assistance Scheme	Version:	January 2019

Our Vision: A safe, fair and peaceful community, where legal and human rights are protected by the justice system.

Directorate	Division	Branch / Section	Organisational Chart
Justice and Community Safety	Human Rights Commission	Victim Support ACT Financial Assistance Scheme	Reporting Relationships
<p>The activities and services that we deliver or contribute to, are fundamental to the maintenance of the rule of law, our Westminster style of democratic government and the appreciation of principles of fairness, equity and tolerance in the relationship between the government and our community.</p> <p>Our vision is achieved through providing high quality legal and law-related services, and effective and cohesive emergency response and management. Together, our services are directed towards outcomes that:</p> <ul style="list-style-type: none"> • Protect the rights, safety and property of citizens; • Deliver a justice system that protects the community, supports victims, treats accused and convicted persons fairly and provides offenders with the opportunity for reintegration ; • Promote a fair, equitable, inclusive and democratic society. 	<p>The ACT Human Rights Commission is an independent agency established by the <i>Human Rights Commission Act 2005</i>. The Commission works to:</p> <ul style="list-style-type: none"> • Provide an independent, fair and accessible process for resolving individual complaints; • Promote service improvement; • Promote the human rights and welfare of people; and • Foster understanding of particular legislation. • Provide advocacy for children, young people and adults experiencing vulnerability. • Provide victim service & financial assistance. <p>The Commission includes four statutory officer holders:</p> <ul style="list-style-type: none"> • President and Human Rights Commissioner • The Children & Young People Commissioner and Public Advocate • The Discrimination, Health, Disability & Community Services Commissioner • Victims of Crime Commissioner 	<p>The Victims of Crime Commissioner is the decision maker for applications under the <i>Victims of Crime (Financial Assistance) Act 2016</i> (the Act).</p> <p>The Financial Assistance Scheme (FAS) team deliver the scheme in accordance with the purposes of the Act:</p> <ul style="list-style-type: none"> • 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. <p>The Victims of Crime Commissioner oversees the day to day operation of Victim Support ACT, including delivery of the Victims Services Scheme.</p>	<pre> graph BT FAS_Assessors[FAS Assessors] --> Manager_FAS[Manager FAS] Manager_FAS --> Director_Victim_Support_ACT[Director Victim Support ACT] Director_Victim_Support_ACT --> Victims_of_Crime_Commissioner[Victims of Crime Commissioner] </pre>



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Duties / Responsibilities

As a delegate of the Victims of Crime Commissioner, the Assessor will assess and determine applications for financial assistance made under the *Victims of Crime (Financial Assistance) Act 2016*. Applications are decided in accordance with legislation, guidelines, policies and procedures. The role has a limited level of discretion in decision-making.

Assessors liaise directly with applicants, taking a case-management approach to collection and consideration of relevant evidence. Assessors then provide applicants with individualised written decisions setting out the reasons for decisions made, including the amount of financial assistance awarded, or for the refusal of assistance. Written decisions are to be made in accordance with the legislation including providing information on relevant review processes.

Under the general direction of Manager of the Financial Assistance Scheme:

1. Manage a caseload of less complex applications for financial assistance under the *Victims of Crime (Financial Assistance) Act 2016* (the Act).
2. Make timely, accurate and well-reasoned decisions about applications for financial assistance in accordance with the Act and other relevant legislation.
3. Liaise with applicants (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 Victim Services Scheme).
5. Follow systems, procedures and protocols to ensure the effective coordination of applications including for recovery action.
6. Contribute to community engagement, training and policy development activities as required.
7. Maintain records in accordance with the *Territory Records Act 2002*, organisational policy and the *Health Records (Privacy and Access) Act 1997*.



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Competency Areas	Selection Criteria (and examples)
Response Guidelines	A response should be made to each individual Selection Criteria. Applicants should address the numbered selection criteria only. Examples are included to assist applicants address the selection criteria. Please limit your response to all selection criteria to three A4 pages (maximum) in total. Please also send a copy of your current CV and the application coversheet.
Professional Expertise	<p>1. Experience in decision making guided by legislation</p> <p>For example</p> <ul style="list-style-type: none"> ○ Demonstrated ability to interpret and apply legislation; ○ Demonstrated ability to acquire an advanced knowledge of the <i>Victims of Crime (Financial Assistance) Act 2016</i>.
Information	<p>2. Gather and analyse information to support applications</p> <p>For example:</p> <ul style="list-style-type: none"> ○ Liaise with relevant agencies to obtain documents; ○ Analyse information and apply the results; ○ Demonstrated investigative, analytical and problem solving skills.
Communication	<p>3. Use complex workplace communication strategies and refine complex workplace documents</p> <p>For example:</p> <ul style="list-style-type: none"> ○ Communicate sensitively with clients via telephone and email; ○ Interpret and compose written materials; ○ Critically analyse information; ○ Liaise with service providers and other key stakeholders; ○ Deal with less complex enquiries/complaints.



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Competency Areas	Selection Criteria (and examples)
Working with Others / Teams	<p>4. Develop and implement work plans</p> <p>For example:</p> <ul style="list-style-type: none"> ○ Participate actively in planning activities; ○ Contribute to the development of a cooperative, high performance work group; ○ Demonstrative initiative and creative problem-solving; ○ Give and receive feedback on performance; ○ Support and participate in development activities.
Fair & Safe Workplace Practices	<p>5. Demonstrate understanding of and commitment to workplace diversity, workplace health and safety and the values of the ACT Public service including demonstrated knowledge of, or ability to quickly acquire, an understanding of contemporary Aboriginal and Torres Strait Islander culture and issues.</p> <p>For example:</p> <ul style="list-style-type: none"> a. Provide client services in a culturally informed and responsive manner b. Promote the benefits of diversity. c. Contribute to an ethical public sector workplace. d. Identify hazards and control risks and comply with workplace safety arrangements.
Qualifications/Other requirements	<p>Highly desirable:</p> <ul style="list-style-type: none"> • Experience and/or demonstrated interest in legislative interpretation and claims management. • Experience communicating with vulnerable client groups about their rights and entitlements. <p>This role requires a current registration under the <i>Working with Vulnerable People (Background Checking) Act 2011</i></p>