

Senior Witness Assistance Service (WAS) Officer

Directorate: Justice and Community Safety

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

Branch: Witness Assistance Service

Position Number: P72053

Position Title: Senior Witness Assistance Service (WAS) Officer

Classification: ASO 6

Location: 20-22 London Circuit, Canberra City

Last Reviewed: July 2026

Director of Public
Prosecutions



WAS Manager



Senior WAS Officer

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.

ACT OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS OVERVIEW

The ACT Office of the Director of Public Prosecutions (ACT DPP) was established under the *Director of Public Prosecutions Act 1990 (the Act)* 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 ACT DPP's mission is to provide a professional criminal prosecution service to the ACT community, which is responsive to those in the justice system and contributes to making the ACT a safer place to live.

The team maintains a strong commitment to the ACT Public Service Code of Conduct, in addition to our

core values of integrity, respect and courage.

The ACT DPP's scope of work under the Act is broader than most Australian jurisdictions, providing you with an opportunity to expand your leadership and prosecutorial experience a supportive environment. Our office is also located in the centre of Canberra, offering excellent work and lifestyle opportunities in what has been named the world's number one city for quality of life.

WAS Team 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 OVERVIEW

The ODPP are seeking Senior Witness Assistance Services (WAS) Officers to join the dynamic, expanding and fast-paced WAS Team. You will lead by example and always promote a culturally safe and inclusive workplace.

The Senior Witness Assistance Services Officer provides advanced support, guidance, and coordination of services to complainants and witnesses involved in the criminal justice process. The role ensures witnesses are informed, supported, and appropriately prepared for court proceedings while maintaining a trauma-informed, culturally responsive, and victim-centred approach.

The position also provides leadership and mentoring within the team, contributes to service improvement, and supports complex case management and stakeholder engagement.

WHAT YOU WILL DO

Reporting to the WAS Manager, you will:

1. Provide high-level support to victims and witnesses to ensure advice and information is made accessible to them whilst navigating the ACT criminal justice system.
2. Oversee a case-load including highly-complex matters, involving a variety of crime types.
3. Support the WAS Manager in allocations of new matters to the WAS team, considering existing case load, capacity and complexity of matter.

4. Maintain key external relationships with support agencies, including ACT Policing, DVCS, Victim Support ACT and other agencies, by contributing to interagency forums and Communities of Practice.
5. Provide mentoring and support for Witness Assistance Services (WAS) Officers to ensure that service delivery is maintained to a high standard and is embedded in trauma-informed practices.
6. Support the WAS Manager with planning and improvement initiatives to ensure efficient and streamlined communications and work practices for the team.
7. Contribute to the ongoing training and mentoring of Witness Assistance Services (WAS) Officers and junior Legal Teams as required.

WHAT YOU REQUIRE

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

Core Capabilities –

1. Excellent oral and written communication skills, with the ability to present information clearly and effectively, including strong case note writing skills.
2. Demonstrated extensive knowledge of the ACT Criminal Justice System, alongside a strong understanding of the roles of agencies that assist victims and witnesses as they navigate the justice process.
3. Outstanding organisational skills, including the ability to effectively manage, prioritise and coordinate a complex and time sensitive workload, whilst remaining available and responsive to a small team of colleagues requiring mentoring.
4. Ability to work in an ethical and professional manner within a multi-disciplinary team, set priorities and work without direct supervision whilst engaging with legal practitioners, police officers, support services and court staff.
5. A commitment to personal development and the capacity to reflect and look to others for feedback.
6. Demonstrated honesty, integrity and probity consistent with public service professionalism and values.
7. Demonstrated capacity to maintain key relationships with external agencies, including the AFP, ACT Government agencies, the courts and victims' organisations.
8. Resilience in the context of dealing with confronting and distressing material.

Behavioural Capabilities –

1. Demonstrated ability to lead by example and positively influence a team through mentoring, coaching and the promotion of trauma-informed and victim-centred practice.
2. Ability to work professionally, ethically and collaboratively within a multidisciplinary environment while exercising sound judgement and initiative with limited supervision.
3. Demonstrated honesty, integrity and probity consistent with ACT Public Service values and the Office of the Director of Public Prosecutions' professional standards

4. Commitment to continuous learning, self-reflection and professional development, including seeking and responding constructively to feedback.
5. Demonstrated resilience and emotional maturity when working with highly sensitive and distressing material and supporting people experiencing trauma.
6. 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.

Eligibility / Other Requirements

Essential

- Demonstrated experience in provision of case management in trauma related areas such as child sexual assault, adult sexual assault, domestic violence and grief and loss.
- The successful candidate/s will be required to produce a current National Police Check and Working with Vulnerable People (WWVP) check

Highly Desirable

- Tertiary qualifications in social work, psychology, counselling, criminology, human services or a related discipline.

APPLICATION

To apply for this position, please provide:

- A completed application form (available via the position advertisement on the [ACT Government jobs website](#)), 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 and 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 used to fill future vacancies.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior WAS Officer and indicates how frequently each of these requirements will 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	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	Frequently

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

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
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	Occasionally
Exposure to potentially distressing case material	Frequently

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