

WAS MANAGER

Directorate: Justice and Community Safety

Business Unit: Office of the Director of Public

Prosecutions (ACT)

Branch: Witness Assistance Services

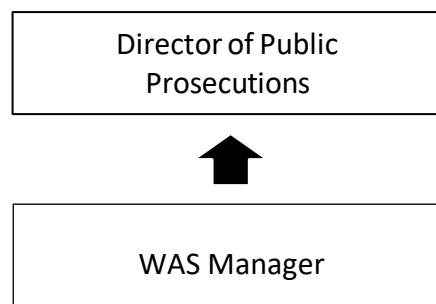
Position Number: P67803

Position Title: Witness Assistance Services (WAS) Manager

Classification: Senior Officer Grade B

Location: 20-22 London Circuit, Canberra City

Last Reviewed: July 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.

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.

POSITION OVERVIEW

The role of Witness Assistance Service (WAS) Officers within the DPP ACT is to act as a bridge between victims/witnesses and their family members, prosecutors, and external agencies. The team advocate on behalf of victims and witnesses, from within the office structure, to ensure best practice and a trauma informed approach by the DPP. The team provides procedural support and information to witnesses and victims to ensure they can understand and fully participate in court proceedings. The WAS team liaises with other agencies to refer vulnerable victims and witnesses for further professional support and services. The office is currently seeking a highly skilled and dedicated WAS Manager to lead the team in the provision of these services.

The successful applicant will have leadership, case management services, and operational and strategic experience in a similar field of work.

WHAT YOU WILL DO

1. Provide leadership to, and management of, the WAS to further develop the team to ensure best practice, trauma informed support to victims and witnesses. You will directly manage the team of WAS officers, including allocating work, providing support, advice and leadership to them, and identifying training areas for staff. The team currently consists of eight WAS officers, a WAS Paralegal and is in the process of expansion.
2. Assist the Executive in the expansion of the WAS team, including ensuring best practice processes and maintaining cohesive working relationships with other parts of the justice sector to provide best practice support to victims and witnesses.
3. Manage a case file of complex matters as the WAS, including matters of particular sensitivity or difficulty.
4. Provide high quality advice to legal staff on issues affecting victims and witnesses.
5. Work with other support agencies in the family violence and sexual violence space to ensure wrap around services to victims and witnesses.
6. Work within the office structure to support victims and witnesses, including working as a team with the legal staff on matters before the Court.
7. Represent the Director at various stakeholder meetings and committees to ensure the DPP is working successfully with other agencies to improve the experience of victims, witnesses and their families through the criminal justice process.
8. Maintain records in accordance with the Territory Records Act 2002.

WHAT YOU REQUIRE

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

Core Capabilities

1. Experience in leading and managing a team of professional staff ensuring effective case management and service quality are maintained.
2. Demonstrated ability to provide effective case management of complex and highly sensitive matters.
3. Significant history of working with vulnerable people and skills in communicating effectively with people who have experienced trauma.
4. Significant experience working in a legal and/or social welfare (or related) field.
5. Proven ability to work effectively in a cross-cultural environment by demonstrating a capacity to interact with people from diverse cultures, and an understanding of the issues which effect First Nations victims, witnesses and their families

Behaviour Capabilities

6. 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.
7. Resilience in the context of dealing with difficult and confronting content.
8. Proven interpersonal and communication skills including an ability to communicate

Compliance Requirements/Qualifications

- Bachelor of Psychology/Law/Social Welfare or related field (Highly desirable).
- Hold, or the ability to hold, a current Working with Vulnerable People (WWVP) card.
- The successful candidate 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 *Grade 1-2 Prosecutor* 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	Occasionally
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)	Frequently
Working outdoors	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
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

