



Directorate:	Justice and Community Safety	Position Title:	Aboriginal and Torres Strait Islander Victim Liaison Officer
Division:	Human Rights Commission	Position Number:	P38846, P42177
Branch:	Victim Support ACT	Classification:	ASO 6
Section:	Aboriginal Liaison Team	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	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>Victim Support ACT supports the recovery of victims of crime in the ACT. We do this by delivering a holistic range of services, including:</p> <ul style="list-style-type: none"> • information, referral, case management, counselling and other therapeutic supports as required by the individual • advocacy and support to navigate the criminal justice system • the victims of crime financial assistance scheme • a court support program. <p>The Victims of Crime Commissioner is the agency head of Victim Support ACT. Victim Support ACT delivers services under the <i>Victims of Crime Act 1994</i>, <i>Victims of Crime Regulation 2000</i>, and the <i>Victims of Crime (Financial Assistance) Act 2016</i>.</p>	<div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Victims of Crime Commissioner</div> <div style="font-size: 2em; margin: 5px 0;">↑</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Director, Victim Support ACT</div> <div style="font-size: 2em; margin: 5px 0;">↑</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Aboriginal and Torres Strait Islander VLO</div> <hr style="width: 20%; margin: 10px auto;"/> </div>



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Duties / Responsibilities

The Victim Support ACT Aboriginal Liaison Team uses a proactive outreach model to improve Aboriginal and Torres Strait Islander peoples' access to rights and services as victims of crime.

Working under limited direction from the Director, Victim Support ACT, the Aboriginal and Torres Strait Islander victim liaison officer will:

1. Work with Aboriginal and Torres Strait Islander communities and organisations to raise awareness of victims of crime rights and services.
2. Facilitate access to the services of Victim Support ACT for Aboriginal and Torres Strait Islander victims of crime and contribute to the strategic objectives of Victim Support ACT. Proactive outreach in the community is a core element of this role.
3. Deliver a range of services with flexibility including advocacy, group work, referrals, information provision and case management.
4. Foster and maintain productive relationships with internal and external stakeholders.
5. Work constructively across the team, participate in supervision and continuing professional development and contribute to service improvements and evaluation.
6. Other tasks as directed.
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	Interested applicants should prepare a response that addresses the selection criteria in no more than three A4 pages (maximum). Please send your response along with a coversheet, your curriculum vitae and the contact details of at least two referees to jobs@act.gov.au .
Community engagement	<p>1. Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander communities</p> <p>For example</p> <ul style="list-style-type: none"> ○ Understand and respect cultural sensitivities and the diversity within communities ○ Adapt communication to different people and groups within the community ○ Form respectful and productive relationships with Aboriginal and Torres Strait Islander peoples and their communities
Program delivery	<p>2. Ability to assist in the delivery and development of culturally sensitive programs and service delivery.</p> <p>For example</p> <ul style="list-style-type: none"> ○ Provide effective outreach services in a range of settings ○ Understanding and ability to deliver programs and services, including case management, to Aboriginal and Torres Strait Islander victims of crime ○ Ability to tailor and provide information sessions or other programs (including group programs) for Aboriginal and Torres Strait Islander people ○ Ability to evaluate outcomes of training or programs
Communication	<p>3. Use effective workplace communication strategies and compose workplace documents</p> <p>For example:</p> <ul style="list-style-type: none"> ○ Deal with people experiencing distress; understand and respond appropriately to people who are experiencing the effects of trauma, including intergenerational trauma ○ Provide accurate information about services to potential clients and other service providers ○ Liaise and build relationships with service providers and government agencies ○ Prepare accurate written records ○ Interpret written information



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Competency Areas	Selection Criteria (and examples)
Working with Others / Teams	<p>4. Work constructively with team members across the agency</p> <p>For example:</p> <ul style="list-style-type: none"> ○ Participate actively in planning activities ○ Demonstrate initiative and creative problem-solving ○ Give and receive feedback on performance ○ Support and participate in development activities
Fair & Safe Workplace Practice	<p>5. Promote diversity, promote the values and ethos of the public service and implement workplace safety procedures and programs</p> <p>For example:</p> <ul style="list-style-type: none"> ○ Demonstrate understanding, or the ability to acquire such understanding, of the legislation administered by the Commission including the <i>Discrimination Act 1991</i> and <i>Human Rights Act 2004</i>. ○ Demonstrate commitment to the implementation of the ACTPS Values, Code of Conduct, Respect, Equity and Diversity Framework and Workplace Health and Safety initiatives.
Qualifications and Other Requirements	<p>Aboriginal or Torres Strait Islander identity is a genuine occupational qualification for this position.</p> <p>Your connection with the community and demonstrated commitment and passion for working with people will be highly regarded.</p> <p>Formal qualifications in social work, welfare, community work or law are highly desirable.</p>