

# Role Description

## Witness Assistance Service Officer

Cluster	Stronger Communities
Department/Agency	Office of the Director of Public Prosecutions
Division/Branch/Unit	Solicitor's Office
Classification/Grade/Band	Prosecution Officer (Administrative) Level 4
ANZSCO Code	272613
PCAT Code	2511119192
Date of Approval	07 September 2015
Agency Website	<a href="http://www.odpp.nsw.gov.au">www.odpp.nsw.gov.au</a>

### Agency overview

The Office of the Director of Public Prosecutions (ODPP) provides an independent, efficient, fair and just prosecution service for the people of New South Wales. The vision of the ODPP is to be a dynamic prosecution service recognized for its excellence and leadership. It acts in the public interest for NSW Parliament, the Judiciary, the Courts, Police, victims, witnesses, accused persons and others in the criminal justice system and the wider community.

The Witness Assistance Service (WAS) is a specialist unit within the ODPP which works as part of the prosecution team and assists and supports victims of crime and vulnerable witnesses throughout the criminal justice process.

### Primary purpose of the role

The Witness Assistance Officer will deliver quality professional assistance for vulnerable victims and witnesses of crime and/or their families who are involved in serious matters prosecuted by the ODPP. The role aims to minimise stress and potential re-traumatisation for victims and witnesses related to involvement in the criminal justice system; assist the prosecution by ensuring witnesses have the opportunity to give their evidence to the best of their ability; and assist the Office in meeting its obligations under the NSW Charter of Victims Rights.

### Key accountabilities

- Provide proactive case management services to victims and vulnerable witnesses involved in matters such as child sexual assault, adult sexual assault, domestic violence, and sudden and violent death which are prosecuted by the ODPP in NSW Criminal Justice System
- Maintain collaborative working relationships with key stakeholders including internal ODPP staff and external agencies regarding the needs of victims and their families and vulnerable witnesses
- Maintain the independent role of the ODPP and comply with the ODPP Prosecution Guidelines and relevant Government policies, procedures and legislation
- Maintain conduct to a high professional and ethical standard

### Key challenges

- Working within a predominantly legal environment while providing supportive and trauma-informed service delivery and maintaining professional and role boundaries.

- Exposure to material, events and outcomes which may heighten the risk of developing vicarious trauma, compassion fatigue and / or burn out.
- Working with a diverse group of vulnerable people including children and young people; Indigenous people; people with disabilities; people with mental health issues; people from linguistically and culturally diverse backgrounds; and older people often traumatised by their experience.

## Key relationships

### Internal

Who	Why
Manager Witness Assistance Service, Senior Witness Assistance Officers, Witness Assistance Officers, Administrative staff and Lawyers	<ul style="list-style-type: none"> <li>• Work in a team environment to ensure the delivery of an effective and efficient prosecution service. Liaise with lawyers regarding the specific needs of victims and witnesses</li> </ul>

### External

Who	Why
Victims and Witnesses	<ul style="list-style-type: none"> <li>• Deliver on the ODPP's commitment to victims and witnesses under the Victim's Rights and Support Act 2013, ODPP Guidelines and other relevant policies</li> </ul>
Police	<ul style="list-style-type: none"> <li>• Liaise with Police regarding victim and witnesses</li> </ul>
Courts	<ul style="list-style-type: none"> <li>• Liaise with Sheriffs, Court Officers and other Court staff in regard to use of remote witness facilities,</li> </ul>
Various government agencies, victim services, and non-government support groups	<ul style="list-style-type: none"> <li>• Liaison, referral and working collaboratively to ensure victims can access a range of services such as counselling, financial assistance and support. Participate in relevant interagency activities and working groups with the aim of achieving effective working relationships and improvements in the criminal justice system for victims and witnesses</li> </ul>

## Role dimensions

### Decision making

The incumbent exercises professional judgment to provide case management services to victims and witnesses in consultation with Senior WAS Officers, WAS Manager and Managing Solicitors

### Reporting line

Senior Witness Assistance Officer

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Degree qualifications in Social Work, Behavioural/ Social Sciences or related field
- Experience in counselling or case management in trauma-related areas such as child sexual assault, adult sexual assault, domestic violence, and / or grief and loss
- Current Working with Children’s Check
- Current Driver’s License and willingness to travel to regional areas.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond appropriately</li> <li>• Work through challenges</li> <li>• Remain calm and focused in challenging situations</li> </ul>	Intermediate
	<b>Value Diversity and Inclusion</b> Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> <li>• Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders</li> <li>• Demonstrate cultural sensitivity, and engage with and integrate the views of others</li> <li>• Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences</li> <li>• Recognise and adapt to individual abilities, differences and working styles</li> <li>• Support initiatives that create a safe and equitable workplace and culture in which differences are valued</li> <li>• Recognise and manage bias in interactions and decision making</li> </ul>	Adept



### Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept

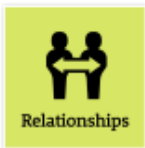


### Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



### Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Use facts, knowledge and experience to support recommendations
- Work towards positive and mutually satisfactory outcomes
- Identify and resolve issues in discussion with other staff and stakeholders
- Identify others' concerns and expectations
- Respond constructively to conflict and disagreements and be open to compromise
- Keep discussions focused on the key issues

Intermediate



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Plan and coordinate allocated activities
- Re-prioritise own work activities on a regular basis to achieve set goals
- Contribute to the development of team work plans and goal setting
- Understand team objectives and how own work relates to achieving these

Foundational



### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security

Foundational



## Project Management

Understand and apply effective planning, coordination and control methods









- Understand project goals, steps to be undertaken and expected outcomes
- Plan and deliver tasks in line with agreed project milestones and timeframes
- Check progress against agreed milestones and timeframes, and seek help to overcome barriers
- Participate in planning and provide feedback on progress and potential improvements to project processes

Foundational

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational