

# Role Description

## Witness Assistance Service Officer

Cluster	Justice
Agency	Office of the Director of Public Prosecutions
Division/Branch/Unit	Witness Assistance Service
Location	Various positions in metropolitan and regional NSW
Classification/Grade/Band	Prosecution Officer (Level 4 Administration)
ANZSCO Code	272613
PCAT Code	2511119192
Date of Approval	08 January 2015
Agency Website	<a href="http://www.odpp.nsw.gov.au">www.odpp.nsw.gov.au</a>

### Agency overview

The role of the Office of the Director of Public Prosecutions (ODPP) is to provide an independent, efficient, fair and just prosecution service for the people of New South Wales. The Office administers a criminal prosecution system which aims to be accepted by the community as fair and equitable and acts in the public interest for NSW Parliament, the Judiciary, the Courts, Police, victims, witnesses, accused person and other in the criminal justice system and the community. The Office provides advice, institutes and conducts prosecutions in serious criminal matters in the New South Wales Courts and the High Court.

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

Who	Why
<b>Internal</b>	
Manager Witness Assistance Service, Senior Witness Assistance Officers, Witness Assistance Officers, Administrative staff and Solicitors	<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 solicitors regarding the specific needs of victims and witnesses.</li> </ul>
<b>External</b>	
Victims/Witnesses	<ul style="list-style-type: none"> <li>• To deliver on the ODPP's commitment to victims and witnesses and meet the obligations under the ODPP Guidelines and the NSW Charter of Victims Rights (Victims Rights and Support Act 2013).</li> </ul>
Police	<ul style="list-style-type: none"> <li>• Liaise with Police in regard to victims 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, use of safe witness areas, and access and security issues at court.</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, psychology, social sciences, or related areas.

Experience in provision of case management and / or counselling services in trauma related areas such as child sexual assault, adult sexual assault, domestic violence and grief and loss.

Current Drivers Licence and willingness and ability to travel as required.

Current Working with Children's Check.




## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	<b>Value Diversity</b>	<b>Adept</b>
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<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 in a reasonable way</li> <li>Work through challenges</li> <li>Stay calm and focused in the face of challenging situations</li> </ul>
<b>Personal Attributes</b> Value Diversity	Adept	<ul style="list-style-type: none"> <li>Seek to promote the value of diversity for the organisation</li> <li>Recognise and adapt to individual differences and working styles</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Support initiatives that create an environment in which diversity is valued</li> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>Utilise facts, knowledge and experience to support recommendations</li> <li>Work towards positive and mutually satisfactory outcomes</li> <li>Identify and resolve issues in discussion with other staff and stakeholders</li> <li>Identify others' concerns and expectations</li> <li>Respond constructively to conflict and disagreements</li> <li>Keep discussion focused on the key issues</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>Plan and coordinate allocated activities</li> <li>Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>Contribute to the development of team work plans and goal setting</li> <li>Understand team objectives and how own work relates to achieving these</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>Plan and deliver tasks in line with agreed schedules</li> <li>Check progress against schedules, and seek help to overcome barriers</li> <li>Participate in planning and provide feedback about improvements to schedules</li> </ul>