

Victims Support Service

Court Support and Liaison Officer – Statement of Duties

Objective

The Court Support and Liaison Service was established due to the implementation of the Safe at Home program, will provide guidance, information, support, assistance and empowerment for adult and child victims of family violence.

Duties

- Assist adults and child victims of crime by:
 - explaining court processes and terminology used by Court personnel;
 - describing physical orientation of court layouts;
 - providing information about court systems;
 - offering personal / emotional support throughout the Court process;
 - discussing the impact of Magistrates/Judges decisions;
 - providing a de-briefing service to victims following court appearances;
 - referring to appropriate support services; and
 - assisting with the practical details of physically getting to Court.
- Accompany adult and child victims to court and police interviews.
- Assist in the preparation of age appropriate policy and advertising material required for the Court Support and Liaison Services.
- Operate as a member of the Safe at Home interdepartmental project team.
- Provide relevant client information to associated programs and referral to appropriate support services.
- Liaise with Divisional Managers and community based organisations.
- Provide high level administrative support to the Victims Assistance Unit.

Level of responsibility

- Responsible for day-to-day decision making and providing advice and recommendations to the Team Leader on complex matters.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.

- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- General supervision provided by the Team Leader, Court Support and Liaison Services.

Selection criteria

1. Sound knowledge of issues affecting adults and children related to family violence and an understanding of and a commitment to the principles of the *Safe at Home* project.
2. High level communication, negotiation and conflict resolution skills, including the ability to communicate sensitively and effectively with adult and child victims of crime, as well as an ability to liaise with government and non-government staff in relation to planning and service delivery issues.
3. Well-developed case management skills including the capacity to assess and respond appropriately to adult and children's needs and to undertake the challenges of working on a face-to-face basis with adult and child victims of crime.
4. Proven strategic, conceptual, analytical and creative skills and an ability to understand the political, social and organisational environment in which the Agency operates.
5. Well-developed ability, both individually and as a member of a team to plan, organise, and work effectively in an environment subject to work pressure and changing priorities.
6. Knowledge of the justice system including police investigations, court operations, offender management and rehabilitation, and the application of restorative justice principles, or ability to quickly acquire such knowledge.

Essential requirements

- Current Driver's Licence.

Desirable requirements

- Qualifications in counselling and/or trauma counselling or similar discipline.

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Position Summary

Title	Court Support and Liaison Officer
Number	357018
Award	Tasmanian State Service Award
Classification	General Stream Band 4
Division	Regulation and Service Delivery
Full Time Equivalent	1.0
Output Group	Victims Support Service
Branch	Safe at Home
Supervisor	Team Leader (South), Court Support and Liaison Service
Direct Reports	Nil
Location	Hobart
Position category and funding	A336