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| Job advertisement reference QLD/577805/24 |
| Role type Temporary to 31 December 2024  Part-time 0.4 – 2 days per week |
| Classification A04 |
| Salary $34,763 – $38,119 p.a. (pro rata)  *Plus leave loading and 12.75% employer superannuation contribution* |
| Location South Brisbane |
| Contact Carly Suthers  [carly.suthers@justice.qld.gov.au](mailto:carly.suthers@justice.qld.gov.au)  07 3013 5363 |
| Closing date Thursday, 25 July 2024 |
| Our workplace The Department of Justice and Attorney-General delivers integrated criminal, civil and community justice services to enable a fair, safe and inclusive society for all Queenslanders.  Join us as we:   * safeguard the rights of vulnerable people * reduce over-representation of First Nations people in the criminal justice system * end domestic, family and sexual violence * minimise gambling harm. |

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# Senior Information Officer

## Victim Assist Queensland (VAQ)

The purpose of this role is to provide information to victims of crime and victim support organisations, to assist victims to apply for financial assistance and offer victims referrals to relevant support agencies. Most work is done by phone.

## Key Responsibilities

* Maintain a victim-centric approach while working within with victims of crime from diverse client groups in relation to a wide range of complex issues and assist them by:
  + providing accurate, uncomplicated and appropriate information to victims of crime and other stakeholders, including how to apply for financial assistance,
  + providingassistance with applying for financial assistance and,
  + identifying support needs and providing referrals to other organisations.
* Promote and provide advice about the Charter of Victims’ Rights.
* Use trauma-informed strategies to manage difficult or challenging behaviours and/or emotional distress displayed by victims.
* Provide specialised support to clients who have been referred through the triage process under limited supervision in a timely and effective manner.
* Responsible for managing Victim Assist response to police referrals and contacting clients following a referral.
* Undertake administrative tasks necessary to assist clients and support the operations of the service, including operation of a computerised records management system,and collation and analysis of statistical data.
* Contribute and collaborate to improve team performance by sharing and implementing innovative ideas and perform other duties as required from time-to-time.
* Manage own self-care when working with people who have experienced trauma.

## Technical skills, abilities and cultural capability

* Communicates effectively with people of various social, cultural, economic and educational backgrounds.
* Effectively manages rapid change or difficult questions in conversation.
* Completes workload within established timeframes and adjusts priorities quickly as circumstances dictate.
* Performs repetitive work according to set procedures.
* Contributes to workplace equity, diversity, respect and inclusion that enriches our culture of respect and inclusion.
* Behaves in an ethical, respectful and culturally sensitive manner.
* Understands First Nations people’s current and past interactions with government.

## Leadership stream — we lead ourselves or we lead others

We are all leaders in the Queensland public sector, across all roles and classification levels. We apply the [Leadership Competencies for Queensland (LCQ)](https://www.forgov.qld.gov.au/employment-policy-career-and-wellbeing/career-development/leadership-competencies-for-queensland) framework to outline the expected behaviours and competencies in the workplace for all roles. This role has been identified as < a/an insert leadership stream>.

## Working relationships

This role interacts with internal stakeholders across the entire department and external government entities.

Reports to: Team Leader – Information and Referral Team

Direct reports:There are no direct reports for this role.

Collaborates with:the Financial Assistance Unit, and other internal and external stakeholders as required.

## The team and the branch

VAQ provides assistance to victims of violent crime (including all forms of domestic and family violence) to help in the recovery of their injuries. This assistance is provided in accordance with the *Victims of Crime Assistance Act 2009.*

The services delivered by VAQ include:

* Providing financial assistance
* Supporting the victim services sector within Queensland through information, coordination, research, education and funding
* Assisting government and non-government agencies to comply with the Charter of Victims’ Rights
* Managing complaints made in relation to the Charter.
* VAQ has 130 positions at numerous administrative and managerial levels. You will work in a flexible organisation with competitive pay and generous superannuation.

VAQ is part of [Women’s Safety, and Victims and Community Support division within the](https://intranet.justice.govnet.qld.gov.au/divisions-and-branches/womens-safety-victims-community-support) DJAG.

Women’s Safety, and Victims and Community Support is led by an Executive Director and delivers services across the following diverse business units:

* Women’s Safety and Violence Prevention
* Victims Assist Queensland
* Investment and Commissioning
* Community Justice Services

At Victim Assist we are committed to investing in our staff and working with them to develop their careers. As our staff progress through their careers, we offer a range of learning opportunities to support the development of their technical expertise, their interpersonal skills, management and leadership capability. We encourage our staff to take responsibility for their learning and professional development.

## Qualifications and conditions

There are no mandatory qualifications required for this role, however, case management background and experience communicating with people from diverse backgrounds highly regarded.

## Suitability for employment

The following suitability for employment checks are required for this role:

* Serious disciplinary action check (former or current Queensland public sector employees only)
* Criminal history check

## Additional information

Here is some additional information about the role. Review the **Applicant Information Package** for more information.

### Physical demands and nature of work

This role is administration-based and requires:

* prolonged sitting and high computer usage
* limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
* carrying of laptop and paperwork when alternating between home and office
* limited lifting of up to 7 kg archive boxes

### Exposure to trauma and/or vicarious trauma

Applicants are advised that the work of VAQ will expose employees to material including distressing and offensive content. It is likely that employees will be required to engage with persons who have experienced distressing circumstances and/or are involved with the justice system.

Whilst DJAG offers a no-cost employee assistance program for our employees and their immediate family, prospective employees should consider their own personal resilience and consider what coping strategies they may need before accepting a position with VAQ.

Please consider this carefully before applying for this role.

## How to apply

Apply via [Smart Jobs](https://smartjobs.qld.gov.au) and submit:

* Your resume (1-2 pages recommended).
* A one-page cover letter explaining why you would like to work for us, what personal qualities you will bring to the role and a brief overview of your relevant skills and experience.

## Valuing equity and diversity

The Department of Justice and Attorney-General values equity and diversity. Please include information in your application that will help us understand how you could contribute to our workforce diversity.

Let us know if we can help you participate in the recruitment process. Our commitment to cultural safety, equity and diversity means that our selection decisions are not influenced by whether an applicant needs assistance or a subsequent workplace adjustment.