

# Role Description

## First Nations Witness Assistance Service Team Manager

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 6
ANZSCO Code	272613
PCAT Code	2511119192
Date of Approval	15 July 2025
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

To oversee and provide specialist services to First Nations witnesses and victims of crime and their families who are involved in serious matters prosecuted by the ODPP. To work in collaboration with the Regional Manager WAS, other WAS Officers and legal staff to ensure that they and their teams deliver a quality service that is culturally appropriate. To provide professional case management supervision and support for WAS Officers under their supervision.

To enhance access to WAS services and engage with local First Nations communities and service providers and represent the ODPP interests at various stakeholder forums and contribute to training and education activities at the ODPP.

### Key accountabilities

- Provide proactive case management services to First Nations 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 the NSW criminal justice system.
- Oversee the operations of a team of First Nations Witness Assistance Officers in locations across the State to ensure that staff performance is managed, and service delivery is maintained to a high standard.
- Maintain collaborative working relationships with key stakeholders including internal ODPP staff and external agencies regarding the needs of First Nations 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.

## Key challenges

- Working with a diverse group of vulnerable people including children and young people; First Nations people; people with disabilities; people with mental health issues; people from linguistically and culturally diverse backgrounds; and older people often traumatised by their experience, across a large geographical region.
- Balance the demands of managing your own challenging client caseload, whilst also managing the performance of a small team of Witness Assistance Officers.
- Exposure to material, events and outcomes which may heighten the risk of developing vicarious trauma, compassion fatigue and/or burn out.
- Extensive travel will be required.

## Key relationships

### Internal

Who	Why
First Nations Witness Assistance Officers	<ul style="list-style-type: none"> <li>• Train, develop, supervise and mentor Witness Assistance Service Officers and ensure best practice procedures and protocols are adopted.</li> </ul>
WAS Manager	<ul style="list-style-type: none"> <li>• Provide timely and expert advice and submissions to the WAS Manager for their designated region regarding a range of staff and victim/witness issues.</li> </ul>
Crown Prosecutors, Solicitors and other ODPP staff	<ul style="list-style-type: none"> <li>• Work within a multidisciplinary team environment to ensure the delivery of an efficient and consistent service.</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 to support WAS Officers if required.</li> </ul>
External agencies	<ul style="list-style-type: none"> <li>• Engage, develop and maintain effective relationships with key stakeholder partners to assist in the efficient provision of services for victims of crime.</li> </ul>

## Role dimensions

### Decision making

The First Nations WAS Team Manager exercises professional judgement to oversee case management services to victims and witnesses in consultation with other WAS colleagues, the WAS Manager and Managing Solicitors. The Team Manager makes submissions to the WAS Manager regarding planning, resources and victim/witness issues.

### Reporting line

WAS Manager (Metro and Specialist)

## Direct reports

First Nations Witness Assistance Officers

## Budget/Expenditure

Nil

## Essential requirements

- Degree qualifications in social work
- 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.

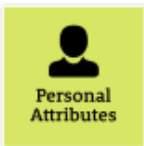
The capabilities are separated into focus capabilities and complementary capabilities

## 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, show initiative and respond quickly when situations change</li><li>• Give frank and honest feedback and advice</li><li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li><li>• Raise and work through challenging issues and seek alternatives</li><li>• Remain composed and calm under pressure and in challenging situations</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



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



### Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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### Manage and Develop People

Engage and motivate staff, and develop capability and potential in others







- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks










Adept

## 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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept

	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Advanced
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate