

Job and Person Specification

Title of Role:	Senior Manager, Witness Assistance Team	Remuneration Level:	SM1
Business Unit:	Office of the Director of Public Prosecutions (ODPP)	Type of Appointment:	Ongoing
Division:	Legal and Legislative Services	Position Number:	M07146

Job and Person Specification Approval

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Primary Purpose

The Senior Manager, Witness Assistance Team is recognised as an authoritative specialist/expert in the field and is accountable to the Director of Public Prosecutions for:

- the delivery of state-wide information and support services to victims and witnesses in matters dealt with by the ODPP, and their immediate family members.
- leading complex multi-functional programs that deliver outcomes of critical strategic importance within/or across agencies.
- the management of a team of staff, including the provision of strategic leadership, operational management and the promotion of a culture of team excellence, wellbeing and innovation;
- taking responsibility for the oversight of professional victim and witness services within the team as well as the conduct of more complex and/or sensitive matters;
- contributing to the fulfillment of the ODPP corporate obligations and to proactively participate in the business of the ODPP; and
- promoting safe work practices, wellbeing and diversity within the workplace.

Reporting Relationships

- The role reports to the Executive Managing Solicitor.
- The role has oversight of up to 17FTE, including:
 - direct line management responsibility for two senior witness assistance officers, two intake witness assistance officers and an administration officer.
 - indirect line management responsibility, managed through the direct reports above, for 9 witness assistance officers and 3 Aboriginal witness assistance officers.
- The role also has oversight of a pool of casual support officers.

Key Relationships/Interactions

- The Manager is required to work effectively with the ODPP Executive and Management teams and staff across the Office.

- The Manager is expected to build strong working relationships with external stakeholders of the ODPP, including SAPOL, and other government and non-government services providers and partners.

Key Challenges

- Working within and managing a team in a specialised, inherently stressful legal environment conducting criminal prosecutions.
- Ensuring that the Witness Assistance Team provides a resource efficient, timely and professional information, support and assistance service in accordance with the Office requirements.
- Managing high volume caseloads and priorities across the Witness Assistance Team
- Providing advice on and participating in strategic planning and priorities across the Office.

Special Employment Conditions (if relevant)

- Some out of hours work will be required
- Some intra and interstate travel involving overnight stays will be required
- May be required to work in country, regional and circuit court locations
- Must have a current SA Drivers Licence of Class C or equivalent
- Will be exposed directly to confidential, sensitive, confronting and/or distressing material including direct contact with victims (including children), photographs, written descriptions and other evidentiary material.
- Prior to an offer of employment being made, must either provide current certificates of or assent to the conduct of a criminal history check and a separate background check (conducted by SAPOL) and a child-related employment screening check.

AGD Conditions

- Participation in six-monthly performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Work from home arrangements
- Compressed hours

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Manager, Witness Assistance Team is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Lead a team of professional staff to deliver outcomes of critical strategic importance for the ODPP and stakeholder agencies	• Manage witness assistance services within a highly complex and specialised legal and professional environment. • Lead a team of Witness Assistance Officers and casual support officers to deliver coordinated support to witnesses across all stages of criminal proceedings. • Oversee team workload, capacity and wellbeing, leading a high-performing team delivering critical programs across ODPP and stakeholder agencies. • Lead and manage individual and team performance through the establishment of clear expectations, goal setting, and ongoing feedback, fostering a continuous learning culture. • Apply specialist knowledge and professional authority to guide staff development and ensure capability to deliver high-impact outcomes in complex, cross-agency service environments.	• All team members have appropriate training, education and skills to perform their roles • Performance management and development programs are current for all team members. • Wellbeing strategies within the team are evident and measured.
Develop initiatives, policies and service delivery objectives that promote innovation, high performance and business excellence	• Analyse team performance, stakeholder needs and service impact to ensure witness and victim services are prioritised and delivered effectively. • Lead the development and implementation of strategic initiatives that improve witness engagement and service delivery, keeping pace with legislative changes, court processes and trauma-informed best practice. • Design and implement new policies, programs and Office-wide initiatives to strengthen witness support, exercising sound judgement within limited frameworks, precedents and guidelines beyond broad Government policy and professional standards • Promote the Witness Assistance Team's profile with internal and external stakeholders, including justice sector partners, through integrated, multidisciplinary programs. • Collaborate at a national level to develop cross-jurisdictional policies and initiatives, using professional judgement in areas where guidance is still evolving.	• Team members and ODPP Executive are aware of performance targets and the prioritisation of service delivery. • Evidence of innovative and collaborative strategies to promote and sustain the profile of Witness Assistance Services. • Contribution to broader strategic planning and evaluation activities across ODPP and other jurisdictions. • Consistently builds effective working relationships, networks and partnerships. • Strengthen service integration and outcomes for witnesses

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Participate effectively in the business of the ODPP	- Responsible for contributing to and participating in office initiatives to improve business processes and accountable for promoting and ensuring efficient use by the team of new business tools and whole of Office performance measures. - Responsible for working with the ODPP Executive to be proactive, flexible and innovative in identifying and maintaining appropriate resourcing, including staffing levels and support, of the Office. - Participate as a member of ODPP's Management & other Committees and lead the strategic planning process for the Witness Assistance Team and contribute to the broader ODPP strategic planning process.	- Demonstrated participation in planning, implementation and/or ongoing utilisation of business tools and promotion of those business tools to the team. - Regular proactive and positive contributions to discussion in relation to staffing and workload with the SAES1 Managers and direct report. - Participates in strategic planning and evaluation services.
Drive Culture	- Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace. - Embrace and encourage diversity and cultural differences in the workplace. - Adhere to the ODPP Civility code.	- Pro-active measures are undertaken to adhere to and prevent injuries. - Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented. - Individual differences are encouraged and accommodated in the workplace.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	- Demonstrated competence in case management including to ability to assist clients placed in vulnerable situations - Demonstrated public sector or multidisciplinary experience in managing a team in the provision of high-quality case management and other support services. - A demonstrated background in providing high level strategic, conceptual, analytical and collaborative skills - Demonstrated ability to work with limited direction with a high degree of autonomy, professional judgement and ethical behaviour - Significant experience working in a legal and/or social welfare or related field - Ability to work collaboratively and strategically with a diverse range of internal and external stakeholders - Demonstrated ability to work effectively with people from diverse cultures and demonstrate an understanding of issues affecting Aboriginal victims, witnesses and their families - Demonstrated ability to work on matters involving child and/or vulnerable persons. - Highly developed written and oral communication skills, as well as demonstrated negotiation, conflict resolution, influencing and stakeholder management skills.
Technical Expertise (Desirable)	- A tertiary level qualification in social sciences, behavioural sciences, community services, human services, health, law or related field. - Experience working in the Criminal Justice System - Knowledge of the role and function of the ODPP and its relationship to other agencies and stakeholders within the Criminal Justice System - Knowledge of the South Australian Victim of Crime Act 2001 (SA) and legislative provisions for Vulnerable Witnesses.

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in role of Manager, Witness Assistance Team. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Shapes Strategic Thinking and Change	- Aligns strategies with the South Australian Government and Department's strategic plans Continually reviews goals and plans to reflect changing priorities or conditions - Anticipates risks and manages these accordingly - Operates within a whole of government context and considers multiple perspectives and agendas Seeks to gather and understand all critical information when planning and making decisions - Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty Champions new initiatives and stimulates change
Achieves Results	- Provides clear direction on how to achieve outcomes - Develops plans with clear outcomes and supports others to achieve these Is accountable for the delivery of quality, timely and cost effective results - Critically evaluates the problem in its entirety before identifying and implementing best possible solution Confidently makes decisions showing good judgement Effectively prioritises and re-negotiates tasks as needed - Reviews performance and seeks opportunities to implement continuous improvement

Element	Behaviours
Drives Business Excellence	• Anticipates and plans for future events, trends, problems and opportunities • Builds and manages capability and expertise of the workforce to achieve organisational goals • Models and promotes a customer service ethos • Astutely allocates resources for optimal short and long term outcomes. • Models a culture of financial responsibility, accountability and awareness • Sets clear performance standards that are linked to organisational outcomes. • Develops the ability of others to effectively manage their own, individual and team performance and contribute to the organisation • Promotes continuous learning and the development of other
Forges Relationships and Engages Others	• Effectively advocates for the agency and the public sector in public and government forums • Constructively manages and resolves conflict within and across areas. • Holds a clear understanding of the political context and acts accordingly • Adopts and promotes a collaborative approach when working with internal or external stakeholders • Builds extensive effective working relationships, networks and partnerships • Models and promotes sharing of information and knowledge • Adapts approach and communication style to suit the situation and audience • Utilises effective negotiation techniques to achieve mutually beneficial solutions • Actively listens and communicates in a clear, concise and diplomatic manner
Promotes Personal Drive and Professionalism	• Builds a culture of respect and high ethical standards • Promotes diversity and uses this to enhance outcomes • Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues • Willing to put own views forward and challenges opposing views in a respectful manner • Identifies and considers risk in decision making • Remains positive and recovers quickly from setbacks • Promotes adaptability in dealing with change • Seeks opportunities to strengthen areas for development • Seeks feedback on performance and engages in self reflection • Promotes a high standard of wellbeing for self and others

Acknowledged by
occupant

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Acknowledged by line
manager

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