



## ***ROLE DESCRIPTION and DUTY STATEMENT***

### ***PACT CHILD WITNESS SUPPORT VOLUNTEER***

#### **About Protect All Children Today (PACT) Inc.**

PACT is a non profit community organization established in 1986 as a service provider of court support and therapy as well as advocating for abused and neglected children/young people and their families.

PACT's Child Witness Support Program provides support for children and young people (3-17 years) who are required to give evidence in the courts, either as victims of, or witnesses to, a crime.

PACT has over 60 trained Child Witness Support Volunteers throughout Queensland (Metropolitan Brisbane, Ipswich, Logan City, Gold and Sunshine Coasts, Toowoomba, Gympie, Kingaroy, Bundaberg, Maryborough/Hervey Bay, Rockhampton/Gladstone, Mackay, Townsville, Mt Isa and Cairns).

#### **Requirements of a Child Witness Support Volunteer (CWSV)**

1. Willingness to undertake relevant checks and screening (ie. Referees, Suitability for Working with Children (Blue Card) and an understanding that a criminal record may be a basis for exclusion from PACT duties.
2. An ability to consistently demonstrate reliable, unbiased, impartial, non-judgmental, non-discriminatory behavior when dealing with PACT children and their families, with particular emphasis on **confidentiality**.
3. A willingness to visit families in their homes, maintaining appropriate boundaries as detailed in PACT's Code of Conduct and CWSV Protocols.
4. An ability to listen openly and to develop and demonstrate a professional response when working with children and families suffering the effects of trauma.
5. A willingness to adequately prepare children for court and to attend court hearings, sometimes at short notice, to support children and their non-offending family members.
6. A commitment to participate in pre-service and ongoing training, including: attendance at regular meetings with Team Leaders, the Volunteer Coordinator and other Volunteers, written information contained in Newsletters, emails, Meeting Minutes and participation at Biennial Volunteer Conferences.
7. Agree to maintain appropriate written records about client contact and to provide this information to PACT in a timely manner.
8. Use of own telephone and transport as required, noting that some out-of-pocket financial contribution will be available upon application.

## **Duties of a Child Witness Support Volunteer (CWSV)**

1. Liaise with a range of individuals such as; PACT clients, Queensland Police Service Officers, Victim Liaison Officers, Office of the Director of Public Prosecutions, Child Safety Officers, Court house staff, members of the legal profession, fellow PACT Volunteers, Team Leaders and the Volunteer Coordinator and other PACT staff.
2. Provide impartial information to child witnesses and their carers' about the Court process.
3. Adequately prepare child witnesses for giving evidence.
4. If appropriate, accompany the child witness to their pre-indictment and pre-hearing Conferences with the Prosecutor and visit the CCTV/Court Room with the child witness prior to the Court hearing.
5. Support and reassure child witnesses during their waiting time in the Court building.
6. Accompany child witnesses whilst they give evidence.
7. Maintain appropriate contact with child witnesses and their carers' until they have completed their evidence.
8. Participate in ongoing training, meetings (both in person and through written materials) to ensure that your knowledge is current and that accurate information is being provided to PACT clients.
9. Attend regular Volunteer Team meetings, Conferences etc.

### **Key Selection Criteria**

The identification and selection of Volunteers will be based on the applicant's ability to demonstrate the following characteristics during the Selection Process (Application Form, Interview etc.):

- Demonstrated ability to communicate effectively with a broad range of individuals, such as; children, families, professionals and members of the community, with an emphasis on confidentiality and empathy.
- Demonstrated ability to support members of the community in an unbiased, impartial, non-judgmental and non-discriminatory way, whilst recognising the need to establish appropriate boundaries.
- An ability to acquire knowledge of the relevant legislation governing child protection and a basic understanding of the justice process and the people involved.
- A demonstrated commitment to operating within the confines of the Duties and Responsibilities of the Child Witness Support Volunteer outlined.

**Please Note:** You are not required to provide written responses to the above. However, this information will be accessed from your Application Form, interview responses and Referee checks.