



**PROTECT
ALL
CHILDREN
TODAY
PACT**

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ROLE DESCRIPTION and DUTY STATEMENT

PACT VOLUNTEER CHILD WITNESS SUPPORT VOLUNTEER

About Protect All Children Today (PACT) Inc.

PACT is a non profit community organisation established in 1984 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 Witness Support Program provides support for children and young people who are required to give evidence in the courts, either as victims of, or witnesses to, a crime.

PACT has approximately 65 Child Witness Support Volunteers throughout Queensland: in Metropolitan Brisbane, Ipswich, Logan City, Toowoomba, Gold and Sunshine Coasts, Gympie, Bundaberg, Maryborough/Hervey Bay, Rockhampton, Mackay, Townsville and Cairns.

Requirements of a Child Witness Support Volunteer (CWSV)

1. Relevant checks are required to be undertaken (ie. Queensland Police Service, Referees, Suitability for Working with Children (Blue Card) etc.) and an understanding that a criminal record may be a basis for exclusion from PACT work.
 2. An ability to consistently demonstrate; mature, dependable, 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, whilst ensuring that you do not become over involved with the child and family. An understanding of the limitations of the Child Witness Support Volunteer role and that PACT clients seeking counselling be referred to the relevant professional bodies.
 4. An ability to listen openly and to develop and demonstrate a professional response when working with children and families suffering the affects of trauma.
 5. A commitment to meet the requirements to prepare the child for court and to attend court hearings, sometimes at short notice, to support the child and the family.
 6. A commitment to participate in initial and ongoing training, and at monthly and quarterly meetings with Team Leaders, the Volunteer Coordinator and other volunteers.
 7. A commitment to maintain written records about client contact and to provide this information to PACT on a regular basis.
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8. Use of own telephone and transport as required, noting that some reimbursement is available.

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, Department of Public Prosecutions, Child Safety Officers, Court house staff, members of the legal profession, fellow PACT Volunteers, Team Leaders and the Volunteer Coordinator.
2. Provide information to the child/young person and his/her caregiver(s) about Court proceedings.
3. Prepare child/young person for Court process.
4. Visit the CCTV/Court Room with the child/young person prior to the Court hearing.
5. Support and reassure the child/young person during his/her waiting time in the Court building.
6. Accompany the child/young person whilst they give evidence.
7. Maintain appropriate contact with the child/young person and his/her caregiver(s) until the child/young person has given evidence.
8. Participate in ongoing training to ensure that skills are current and accurate information is being provided to PACT clients.
9. Attend regular monthly Team meetings.

Key Selection Criteria

Please provide brief statements and examples to demonstrate your experience, skills and abilities in the following areas:

KSC1 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.

KSC2 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.

KSC3 An ability to acquire knowledge of the relevant legislation governing child protection and a basic understanding of the justice process and the people involved.

KSC4 A demonstrated commitment to operating within the confines of the Duties and Responsibilities of the Child Witness Support Volunteer outlined.

Please Note: as per the Application Form, you are required to nominate at least two (2) referees that may be contacted by PACT to verify information you have provided in addressing the Key Selection Criteria.
