

## **Position Description**

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

<b>Title:</b>	Part-Time Volunteer Coordinator, Greater Brisbane, Child Witness Support Program
<b>Hours:</b>	Part-time <b>30</b> Hours per week
<b>Award:</b>	Social and Community Services (Queensland) Award
<b>Stream:</b>	Community Services Worker
<b>Level:</b>	Level 6

---

#### **Organisational Environment:**

Protect All Children Today Inc. (PACT) is a non profit community organisation 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 who are required to give evidence in the courts, either as victims of, or witnesses to, a crime.

#### **Position Objectives:**

- To recruit, train, supervise, coordinate and support Child Witness Support Volunteers (CWSV) in the greater Brisbane area.
- To inform and train CWSVs of changes to legislation which impact upon their PACT roles and responsibilities.
- To debrief, and plan and provide support and debriefing structures for greater Brisbane area CWSVs.
- To liaise with representatives from government and non-government organisations, such as the Office of the Director of Public Prosecution, Department of Communities, Child Safety, Queensland Police Service and various community agencies.
- To work cohesively with the Volunteer Coordinator, Regional Queensland to ensure support and assistance is provided to CWSV.

#### **Requirements of the Job:**

- A Tertiary Degree, Diploma or extensive experience in the field of Human Services, Legal Services or a related discipline.
- Sound knowledge, or the ability to acquire a sound knowledge, of the relevant legislation governing child protection and criminal justice system.
- Sound knowledge, or the ability to acquire sound knowledge, in the area of child protection and how abuse and neglect impacts on children and families
- Comprehensive knowledge of and experience in Volunteer Management.
- Ability to contribute effectively to a multi-disciplinary team.
- High level communication skills.

#### **Key Responsibilities:**

- Co-ordinate and support the recruitment and training of greater Brisbane CWSVs.
- Ensure confidentiality in accordance with professional standards and agency policy.
- Provide ongoing support, supervision, training, direction and assistance to the greater Brisbane CWSVs in relation to their roles and responsibilities.
- Co-ordinate the distribution of cases to volunteers, adhering to agency policy and procedures regarding client referrals.
- Monitor the case load of each greater Brisbane CWSV.
- Ensure a process is available for greater Brisbane CWSV to be debriefed following the conclusion of cases.

- Liaise with CWSV in relation to concerns about child witnesses and their families.
- Facilitate monthly volunteer meetings and ensure volunteers are kept up to date concerning PACT Management decisions.
- Conduct training programs for greater Brisbane CWSVs.
- Manage the client response process to seek feedback in regard to PACT services.
- Contribute to the development of preventive and educational resources.
- Participate in research related to the effects and treatment of child abuse and neglect, and the impact of the legal process.
- Assist in planning and organising services to meet these needs.
- Maintain professional standards in accordance with PACT Protocols and Code of Conduct.
- Participate in agency Continuous Quality Improvement activities.
- Participate in annual performance appraisals.
- Adhere to

**Organisational Relationships:**

- This position reports to the Chief Executive Officer though works in partnership with the Volunteer Coordinator, Regional Queensland.

**Extent of Authority:**

This position has the delegated responsibility to:

- liaise with representatives from government and non-government agencies in relation to PACT operational matters.
- inform the Chief Executive Officer of any issues of relevance in relation to PACT Programs and services.

**Selection Criteria:**

1. A Tertiary Degree, Diploma or extensive experience in the field of Human Services, Legal Services or a related discipline.
2. Sound knowledge of, or ability to rapidly acquire sound knowledge of, relevant legislation, policies and procedures relating to child protection and the criminal justice system.
3. Demonstrated high level of written and oral communication skills including liaison, negotiation and conflict resolution with people from a wide range of cultural and social backgrounds including community, specialists, allied professionals, senior management and client groups.
4. Demonstrated ability to recruit, train and work effectively with volunteers.
5. Demonstrated ability to contribute to the development of policy, standards and operational procedures within a community setting.
6. Ability to operate effectively within a team using a case management practice framework.

**Additional Requirements:**

Some evening and week-end work may be required of this position.