

Role description for Intermediary

Branch	Supreme, District and Land Court Services	Division	Court Services Queensland	Unit	Queensland Intermediary Scheme Pilot Program
Location	Brisbane	Closing date:		Vacancy ref	QLD/
Classification	PO5	Salary per fortnight	\$4312	Salary per annum	\$112,496
Type of vacancy	Temporary for 2 years				
Flexible work options	Flexible full-time	Full-time hours		Full-time	
Contact Name	Olivera Burovanov	Title	A/Program Manager	Telephone	3738 7501

The Department of Justice and Attorney-General (DJAG)

DJAG's vision is to deliver 'Justice for all' through safe, fair and responsible communities. We provide integrated criminal, civil and community justice services supported by a commitment to accessibility, timeliness, responsiveness and value.

We are committed to building a culture that respects and promotes human rights, inclusion and diversity. Our agency and employees consider relevant human rights so that our actions and decisions are compatible with those rights. Human rights, inclusion and diversity are integral to Our Charter, plans, policies, practices and procedures and what it means to be a DJAG employee.

DJAG currently employs 3800 dedicated staff who are highly capable, demonstrate integrity and respect and foster trust and collaboration. As an employer we have a strong focus on creating a safe, healthy, diverse and inclusive workplace that represents the community we serve and empowers our people to realise their potential.

About the Business Unit

Court Services Queensland (CSQ) is a major part of the Department and includes the operational service delivery arms of the Magistrates Court Service, and the Supreme, District and Land Court Service (SDLCS). SDLCS will be responsible for delivering the Queensland Intermediary Scheme (QIS) pilot program.

The QIS pilot program is being delivered in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The intent of the QIS pilot program is to provide intermediary services to witnesses with communication difficulties to facilitate communication with police and courts in relation to child sexual offences.

An intermediary will assess and report a witness' communication abilities; inform police and/or the courts on how best to communicate with a witness; and be independent and impartial in helping to elicit better quality evidence.

Intermediaries are not advocates, expert witnesses, legal advisors or language interpreters. They are professionals who will be provided upon request to police and/or the courts through a matching service operated by CSQ. Intermediaries will come from a background of psychology, social work, speech pathology or occupational therapy.

About the Role

The QIS pilot program requires a professional officer to perform the role of intermediary within the program. The position will operate as a professional intermediary within the Scheme and will assist in the implementation of the Scheme. The position will also be responsible for the management, coaching and mentoring of Intermediary Panel members (external professional intermediaries who will be engaged upon request).

An intermediary is considered an Officer of the Court, who is able to advise police and the courts on how best to communicate with a witness. They will provide professional assessment of a witness' communication needs in child sexual offence matters. The position requires experience relating to children and/or adults who have experienced trauma and/or have complex communication needs.

The position will provide quality and timely project and program support and will contribute to quality and service improvement activities and research.

The QIS pilot program will operate in Brisbane and Cairns from 5 July 2021 to 30 June 2023.

Key Responsibilities

- Conduct assessments of a witness's receptive and expressive communication needs and make recommendations regarding their communication needs, including writing comprehensive reports, tailoring information in a way that makes it accessible to all parties.
- Develop strategies to enable people with a range of different professions (may include health workers, police and lawyers) and abilities to understand and communicate with children and vulnerable adults.
- Actively build and maintain relationships with key stakeholders including members of the Intermediary Panel.
- Provide leadership and support to the Intermediary Panel members and pilot program team members, particularly in relation to facilitation of communication with vulnerable witnesses in the criminal justice system.
- Model professional and ethical behaviour in accordance with the Queensland Public Service Code of Conduct and Intermediary Scheme guidelines.
- Provide quality and timely project and program support as directed by the Program Manager or Director, QIS pilot program.
- Prepare authoritative reports, documents, presentations, executive briefs and correspondence as required.

How you will be assessed

The ideal applicant for this role will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

1. Supports strategic thinking

- Understands, *supports* and communicates the reasons for decisions and recommendations.
- *Considers the ramifications of issues and longer-term impact of own work and work area.*
- Uses experience to analyse what information is important and how it should be used.
- Maintains an awareness of the organisation and keeps self and others well informed on work issues and *finds out about best practice approaches.*
- Undertakes objective, systematic analysis and draw accurate conclusions based on evidence.
- Thinks laterally, identifies, implements and *promotes* improved work practices.

2. Achieves results

- Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes.
- Values specialist expertise and capitalises on the knowledge and skills of others within the organisation.
- Contributes own expertise to achieve outcomes for the business unit.
- Shares information with others and *assists them to adapt.*
- Commits to achieving quality outcomes and adheres to documentation procedures.

3. Cultivates productive working relationships

- *Anticipates* and is responsive to client and stakeholder needs and expectations.
- Actively listens to staff, colleagues, clients and stakeholders.
- Consults and shares information and ensures others are kept informed of issues.
- *Encourages the exploration of diverse views and harnesses the benefits of such views.*
- Provides constructive and regular feedback.

4. Exemplifies personal drive and integrity

- Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints.
- Provides impartial and forthright advice.
- Takes personal responsibility for meeting objectives and progressing work.
- Persists with, and focuses on achieving objectives even in difficult circumstances.
- Remains positive and responds to pressure in a calm manner.

5. Communicates with influence

- Confidently presents messages in a clear, concise and articulate manner.
- Focuses on key points and uses appropriate, unambiguous language.
- Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
- Seeks to understand the audience and tailors communication style and messages accordingly.
- *Anticipates* and identifies relevant stakeholders' expectations and concerns.

6. Specific/technical capability

- Expertise working with children and/or adults who have experienced trauma and/or have communication difficulties is required.
- Experience in providing advice and training to other professionals is highly desirable.

* These attributes are based on the Queensland Public Service ([QPS\) Capability and Leadership Framework](#) and have been tailored for this department.

Career Development

The position is responsible for mentoring professionals and utilising professional skills within the criminal justice system.

Mandatory Qualifications, Conditions and Requirements

To be eligible for appointment, an intermediary must have:

1. A degree in Speech Pathology, Social Work, Psychology or Occupational Therapy.
2. Current registration with relevant professional body:
 - *Psychologist* - Australian Health Practitioners Registration Agency;
 - *Occupational Therapist* – Registered to Occupational Therapy Board of Australia;
 - *Social Worker* – Membership of the Australian Association of Social Workers; or
 - *Speech Pathologist* - Hold or be eligible to hold membership to Speech Pathology Australia.
3. Post-qualification experience in working with clients with a range of communication needs.
4. Hold a current Blue Card.

Interested in applying?

Applicants are encouraged to read the **Applicant Information Package** as it contains information to assist with understanding the department's recruitment and selection process.

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A completed Application for Advertised Vacancy form (not required if applying on SmartJobs)
- A statement (2 pages maximum), including examples, outlining your suitability for the role by addressing the key attributes under '**How you will be assessed**'.
- The statement must be in Arial Font size 11. Please Note: Your statement may be considered as an example of your written communication skills.
- Your current resume

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

How to submit an application

Applying online through the Smart jobs and careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the Applications Processing Team on (07) 3021 5465 or (07) 3021 5450, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the Applications Processing Team on the numbers above to arrange this.

Hand delivered applications will not be accepted.

Additional Information

Applications to remain current for 12 months.

The incumbent may be required to work hours outside the normal work hours, including participation in on-call arrangements.

The position is based in Brisbane, however regular travel to Cairns may be required during times throughout the project.

A criminal history check will be undertaken for this position on any recommended applicant due to the nature of the work involved.

Applicants are advised that the work of Court Services Queensland may expose employees to disturbing material including offending behaviours, criminal activity and other explicit, distressing or offensive content.

For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.

Further information about the department, including [Our Charter](#) and the [Strategic Plan](#), is available from our [website](#).

The Queensland Government is committed to building an inclusive and diverse workforce that better reflects the community we serve. The [Queensland public sector Inclusion and Diversity Strategy 2015-2020](#) is the overarching framework driving the inclusion and diversity agenda across the Queensland public sector.

The Department of Justice and Attorney-General supports veterans' employment. More information about recruiting veterans and ex-Australian Defence Force members is available from the [Public Service Commission](#) website.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *Disclosure of Previous Employment as a Lobbyist Policy*.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

Employee Union Information

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the **Applicant Information Package** for further information about which union covers the Department of Justice and Attorney-General.