



ROLE DESCRIPTION and DUTY STATEMENT

PACT CHILD WITNESS SUPPORT VOLUNTEER

About Protect All Children Today (PACT) Inc.

PACT is a non profit community organisation established in 1986. 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 approximately 100 trained Child Witness Support Volunteers throughout Queensland (Metropolitan Brisbane, Ipswich, Logan City, Gold and Sunshine Coasts, Toowoomba, Goondiwindi, Roma, Bowen, Emerald, Gympie, Kingaroy, Bundaberg, Maryborough/Hervey Bay, Rockhampton/Gladstone, Mackay, Townsville, Mt Isa and Cairns).

Child Witness Support Volunteer (CWSV) Role Duties

1. Liaise appropriately with a range of individuals such as: PACT clients, Queensland Police Service Officers, Office of the Director of Public Prosecutions, Child Safety Officers, Court staff, members of the legal profession, fellow PACT Volunteers, Team Leaders, Volunteer Coordinators and other PACT staff.
2. Provide factual information to child witnesses and their carers about the Court process to adequately prepare child witnesses for giving evidence.
3. 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.
4. Accompany child witnesses whilst they view their original Police Statement and give evidence.
5. Support and reassure child witnesses during their waiting time in the Court building.
6. Maintain appropriate contact with child witnesses and their carers from time of referral until they have completed their evidence.
7. Participate in continual learning/professional development through conference attendance, ongoing training, meetings and newsletters and to ensure that current and accurate information is being provided to PACT clients.
8. Adhere to the requirements of Child Witness Support Volunteer Protocols, Duties, Code of Conduct and reasonable guidance from PACT staff.

Child Witness Support Volunteer Mandatory Role Requirements

The identification and selection of Volunteers will be based on the applicant's ability to successfully demonstrate the following personal characteristics and experience during the entire Screening and Induction Process which includes:

- Written Application.
 - Interview.
 - Blue Card/Working with Children screening check. A positive notice is a mandatory requirement of this role.
 - Referee Check.
 - Comprehensive Induction Training.
 - Post-training Interview.
 - Trainee observed and supervised client cases (with a Team Leader or more experienced CWSV).
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- Ability to fulfil all genuine occupational requirements of the role to a satisfactory level.
 - Willingness to undergo induction and ongoing in-service training and ability to acquire knowledge of the Criminal Justice System as it relates to child witnesses.
 - Flexible daytime availability and willingness to make a long-term commitment to the role.
 - Ability and commitment to maintain impartiality, demonstrate non-judgmental attitudes and maintain appropriate personal and professional boundaries when representing PACT.
 - Ability to communicate appropriately with a range of professional stakeholders and peers.
 - Ability to prepare and support clients and families from diverse backgrounds with empathy, confidentiality and respect.
 - Awareness and ability to implement and maintain self-care strategies to manage potential stress.
 - Drivers' licence and access to own vehicle.
 - Ability to maintain appropriate written records/case paperwork regarding client contact and commitment to provide this information to PACT in a timely manner.

Please Note: You do not need to respond to the above Mandatory CWSV Role Requirements in your initial application as selection for training will be assessed on your Application Form, Interview and Referee Checks.

This is a particularly challenging and specialised Volunteer role which may not be suitable for all applicants. PACT reserves the right to make a final determination on the suitability of its Child Witness Support Volunteers.