

# Senior Practitioner Disability Royal Commission Legal Service

**Temporary full time (Refer: More information)**

*Information and Advice Services*

Classification	PO5
Salary	\$107,878.00 to \$115,522.00 a year full time hours
Closing date	Friday, 28 <sup>th</sup> February 2020
VRN	LAQ 09/20
Location	44 Herschel Street, Brisbane
Contact	Katrina Smith, Director Information and Advice Services Ph: (07) 3917 0185

Apply online via [www.smartjobs.qld.gov.au/](http://www.smartjobs.qld.gov.au/)

## Our vision and purpose

Legal Aid Queensland's vision is to be a leader in a fair justice system where people are able to understand and protect their legal rights. Our purpose is to provide quality, cost effective legal services to financially disadvantaged people throughout Queensland.

## Information and Advice Services

Legal Aid Queensland's Information and Advice Services area provides high-quality legal information, referral and legal advice services to vulnerable and disadvantaged Queenslanders over the telephone, face-to-face, at our regional offices, at correctional centres and via videoconference.

The division is currently hosting a hotline providing frontline legal assistance to clients engaged with, or seeking to engage with, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). This hotline forms part of the Disability Royal Commission Legal Service (DRCLS), which is a national service operated by Legal Aid Queensland, in conjunction with staff from National Legal Aid and National Aboriginal and Torres Strait Islander Legal Services.

The DRCLS provides legal advice, information and assistance to people with disability, their families, carers, advocates and supporters wanting to engage with the Royal Commission. It is an independent, trauma-informed and culturally safe service delivered nationally using best practice standards and a human rights approach.

## Conditions and benefits of working for Legal Aid Queensland

- 36.25 hrs per week (full time hours)
- 12.75% employer super contributions
- Flexible working hours
- Generous salary packaging available
- Study leave for approved work-related courses

## The role

This is an exciting opportunity for an experienced social worker or psychologist to take on a key leadership role managing Legal Aid Queensland's contribution to the DRCLS.

As team manager, you will oversee, train and support a team that:

- provides legal advice, information and assistance to people with disability, their families, supporters and advocates to assist them to engage with and understand the Royal Commission processes; and
- identifies the support needed to ensure that clients can access timely and appropriate legal and referral services.

You will have expertise in the delivery of high-level, trauma-informed, inclusive and accessible clinical or case work services for people with disability and in the leadership of a multidisciplinary team. You will have knowledge of services throughout Queensland and Australia that support persons with disability and will be committed to working with internal and external stakeholders to improve service delivery for clients. On a day-to-day basis, you will guide and mentor staff of the DRCLS in trauma-

informed and inclusive service delivery, manage the team's work and may undertake brief interventions for clients who present with high support needs. The role offers you the chance to expand your policy development experience, while still maintaining your clinical and/or case management skills.

## Your contribution

- Lead the work of the DRCLS hotline, including continuously reviewing the operation of the service and recommending and implementing improvements to the service to better support clients and their families, to incorporate trauma-informed practice and embed cultural safety.
- Manage a team of professional and administrative staff, including providing performance management and feedback, recruitment and supporting all team members' development by providing team induction, on-the-job training, coaching and mentoring.
- Monitor and report on the team's operational performance and ensure staff comply with all professional and corporate responsibilities including Legal Aid Queensland's Client Service Standards.
- Provide high level assessment, intervention and casework services to support clients of the DRCLS to receive legal assistance and engage with the Royal Commission.
- Advocate, liaise and consult with key stakeholders regarding client issues and facilitate collaborative partnerships with the aim of providing coordinated services for clients and their support networks.
- Promote the work of the DRCLS – both within Legal Aid and externally to the broader community – to promote appropriate referrals to the DRCLS
- Deliver clinical supervision to less experienced staff within the team.
- Provide limited crisis counselling, advice about external support services and advice about the services of the DRCLS to clients of the DRCLS with high support needs.
- Provide expert and authoritative advice to support Legal Aid Queensland's policy development submissions when requested to do so.

## What we are looking for

In completing the role, the following capabilities are required:

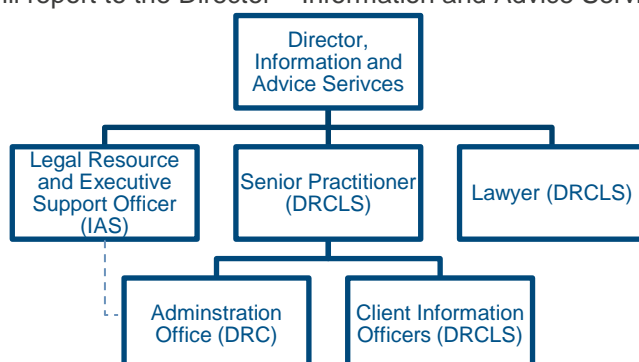
- You have experience providing high level clinical and/or case management services to persons with profound physical, sensory, cognitive and psychological disabilities, people with complex trauma and people who come from non-English speaking or Aboriginal and Torres Strait Islander backgrounds. You understand the workflows associated with providing clinical and/or case management services to persons with disability and can identify and recommend opportunities for improved work practices, including recommending improvements to information systems.
- You have knowledge of trauma-informed and culturally safe practices. You also have knowledge of, or have ability to rapidly acquire knowledge of, legal processes and procedures and particularly those related to the conduct of a Royal Commission.
- You can communicate effectively with clients with complex trauma and with clients who are experiencing the effects of traumatic stress. You represent the organisation effectively in internal and external forums and can build and sustain relationships with a network of key stakeholders.
- You have experience managing a team, including setting appropriate performance targets to ensure that a high-level of accessible service delivery is maintained and experience in monitoring staff performance against these targets.
- You contribute to the professional development of others including, providing clear guidance and constructive feedback. You are also committed to self-development and maintaining up-to-date knowledge of legislation and professional practice.

## Mandatory requirement or special conditions

You must be a member of, or eligible for membership of, the Australian Association of Social Workers and/or the Psychology Board of Australia.

## Your reporting relationships

You will report to the Director – Information and Advice Services.



## More information

- Position is temporary full time until 30 June 2022.
- It is a requirement that any applicant recommended for this position undertake a criminal history and working with vulnerable people check.
- A 3-month probation period may apply.
- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
- Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment basis (temporary, permanent; full-time or part time).
- You may be exposed to explicit and/or graphic material during the course of your employment.
- Occasional intra- and interstate travel may be required for this role and you may occasionally be required to work hours outside the normal hours due to travel.
- A non-smoking policy is effective in all Legal Aid Queensland buildings and motor vehicles.
- Legal Aid Queensland values the skills and insights we gain through a diverse and inclusive workforce that reflects the community we serve. We encourage people with disability and people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people to apply for this position.

## How to apply

To apply for this role, you will need to provide:

- Your current resume detailing your previous work, voluntary or relevant experience including two referees who have personally observed you displaying the capabilities required for this role.
- A written response to the capabilities required of this role, outlining your suitability for the position in the context of the role's responsibilities (two pages maximum)

Further information on applying can be found in the [Information for Job Applicants Kit](#).

## Submit your application

- Go to [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)
- Login in or create a 'My SmartJob' account
- Locate the role and click on Apply Online and follow the prompts

## **Track your application**

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

## **Technical difficulties**

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68).

## **Late applications**

Late applications cannot be submitted via Smart jobs, so please allow enough time before the closing date to submit your application. If you wish to discuss a late submission the contact on this role description is the best contact. Alternatively, you can contact Legal Aid Queensland's People, Culture and Capability team on 07 3917 0152.