



Position Description

Position Title: Client Support Officer

NAAFLS is a government funded Aboriginal organisation and NALC accredited community legal service. We provide professional, comprehensive and culturally safe assistance and advice to Aboriginal and Torres Strait Islander people living in remote Top End communities, and in particular, those who have been exposed to domestic and family violence and sexual assault.

NAAFLS is based in Darwin and Katherine and provides an outreach visiting service to 44 Communities in the Top End, including Wadeye, Borroloola, Lajamanu, Kalkarindji, Maningrida, Nhulunbuy, Galiwinku, Milikapiti, Wurrumiyanga, Pirlangimpi, Angurugu, Alyangula, Numbulwar, Milyakburra, Jabiru, Oenpelli, Nauiyu, Yarralin, Timber Creek, Amanbidji, Ngukurr, Minyerri, Barunga, Beswick, Belyuen, Adelaide River and Pine Creek.

Indigenous Advancement Strategy (IAS) Safety and Wellbeing Program:

The Indigenous Advancement Strategy (IAS) Safety and Wellbeing Program provides culturally sensitive assistance to Indigenous victim-survivors of family violence and sexual assault.

It does this through the provision of:

- legal assistance and casework,
- client assistance and court support,
- information and referral services,
- community engagement,
- law reform and advocacy,
- early intervention and prevention, and
- community legal education.

Our Vision

To become the national leader for the culturally appropriate and holistic service delivery of Legal Services under the Indigenous Advancement Strategy, Safety and Wellbeing program to remote communities.

Our Mission

NAAFLS will continue to provide holistic and culturally appropriate legal services and support to Indigenous victims of family violence living on remote Indigenous communities in the Top End of the Northern Territory.



Policy and Law Reform:

NAAFLS plays an active role in seeking to bring about positive changes to substantive and procedural law around family violence. We make regular submissions to the Department of Prime Minister and Cabinet and the Northern Territory Government on alternate approaches to tackling family violence in communities. Our solicitors and field officers liaise with stakeholders and residents of communities to identify means of improving the effectiveness of the justice system in dealing with family violence.

We are committed to working towards holistic and culturally appropriate legal responses to family violence.

Location:

Darwin or Katherine

Responsible to:

Manager Client Support (MCS)

Staff reporting to this position:

NIL

Responsible for:

Delivering quality Client/Solicitor Support Services, including:

- Liaising with clients when meeting with solicitors to ensure our clients are receiving cultural legal advice
- Liaise with community based stakeholders to ensure all clients and possible future clients are aware of NAAFLS community visits
- Ensure communications between clients and solicitors are clear and understood while respecting cultural barriers

Special Measures:

This position is identified for an Aboriginal and/or Torres Strait Islander person, and is intended to constitute a special measure under section 8 (1) of the *Racial Discrimination Act 1975 (Cth)*, and section 57 of the *Anti-Discrimination Act 1996 (NT)*.

Employment type / Leave conditions

Full time (76 hours per fortnight) with 6 weeks annual leave.

Salary Range:

Salary will be commensurate with experience. Generous salary packaging is available.

Position reviewed:

July 2019



Key Responsibilities:

1. Travel to remote communities for a period of up to 3 to 4 days, on a regular basis.
2. Proactively assist clients with non-legal matters including support, referral services, applications, appointments etc.
3. Liaise with agencies providing services for women, children and male survivors of family violence.
4. Collect statistical data and information on the incidence and nature of family violence.
5. Maintain and complete data entry for client's electronic files using M-Files and CLASS in a timely manner.
6. Participate in the development of systems to enable monitoring, evaluation and collection of statistical data.
7. Assist in the promotion of the service throughout the wider community.
8. Contribute where appropriate to NAAFLS Annual Report, evaluations and other reports required by NAAFLS.
9. Participate in staff meetings, workshops and planning sessions as required.
10. Undertake cultural awareness and other training as directed.
11. Other duties as directed by the Manager Client Support Manager, Senior Client Support Officer and other Managers.



SELECTION CRITERIA

Position Specific Selection Criteria

1. Knowledge and experience in administrative procedures, including records management.
2. High level interpersonal, oral and written communication skills with demonstrated ability to be discreet and maintain confidentiality.
3. Sound organisational skills and proven ability to exercise initiative, determine workload priorities and complete tasks within required timeframes.
4. Demonstrated computing skills with proficiency in a range of relevant computer software applications and databases.
5. Demonstrated capacity to work under pressure and in a team environment.
6. The ability to work independently without supervision and as a team member.
7. Demonstrated experience in communicating effectively and sensitively with Indigenous people.
8. Have an excellent understanding of Aboriginal and Torres Strait Islander culture, and an understanding of the barriers in service delivery for Aboriginal and Torres Strait Islanders living on remote NT communities.
9. Availability to undertake overnight travel to remote communities, up to 2 trips per month of up to 4 days per trip.

Generic Selection Criteria

1. Possess a Current driver's license (C Class unrestricted).
2. Willingness and ability to obtain a National Police Clearance / Working with Children (OCHRE) Card.
3. Ability to work independently, maintain punctuality and adhere to organisational policies and procedures.