



Family Violence Support Worker Position Application Kit

September 2020

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ABOUT NORTH QUEENSLAND WOMEN'S LEGAL SERVICE (NQWLS)

Our vision

Access to justice for the women of rural, regional and remote Queensland.

Who we are

Operating since 1996, we are a specialist community legal centre based in Cairns and Townsville. We provide free legal help for women who live in North Queensland — from Sarina in the south, north to Cape York and the Torres Strait Islands, and west to the Northern Territory border.

Our focus is family law and domestic violence. We provide help across a range of legal problems like family and domestic violence, children's issues, property issues, divorce, child support, child protection, discrimination and Victim Assist.

Our clients

Our clients are women. They are usually mums (and the primary carers) and have limited access to financial resources. All too often they are victims of domestic violence. Each year we see an increased demand for our help, especially from women in rural and regional areas.

The majority of our clients are women who are attempting to resolve their legal problems against a backdrop of traumatic and tough personal issues including family breakdown and domestic violence.

Our funding

We are funded by both the Queensland and the Commonwealth governments.

Why a service for women... by women?

NQWLS is a community-based organisation developed and operated by women for women. It seeks to enhance women's access to justice and to promote change within the justice system informed by women's experiences.

We were established after the Australian Law Reform Commission called for more specialist women's legal services throughout the country. The Commission identified women often face greater challenges accessing justice because of a range of factors including a lack of:

- access to financial resources
- services to deal with particular legal problems women have to negotiate, like domestic violence
- provision within the legal system for the different needs of women who are housebound or socially and geographically isolated.

LODGING YOUR APPLICATION

We hope this information in the Position Application Kit will give you a better understanding of our recruitment and selection procedures and help you in preparing and submitting your application.

Applications

Your application is the first step in the selection process and is your opportunity to gain an interview. After reading the job advertisement and this Application Kit, you should consider whether you meet all of the stated essential requirements of the position. If you feel you meet the requirements, you should then consider whether you will apply for the position.

If you do not meet all of the essential requirements specified in the advertisement, or cannot clearly demonstrate you meet the essential requirements, it is unlikely you will be considered for the position.

You should apply in writing for the position, **addressing the selection criteria**. You must clearly detail how you meet each selection criteria by addressing them separately. If you do not address the selection criteria, it is unlikely you will be considered for the position.

For each of the selection criteria, make a separate heading and then detail your knowledge, skills, abilities and experience and ensure you emphasise your major achievements by giving examples. Also include any non-working or volunteer activities, such as involvement in a community organisation.

It is your responsibility to convince the selection committee you are the best candidate for the position. You should ensure the information you provide is sufficient for the selection committee to assess the strength of your application.

Resume/CV

You should also include a resume which sets out:

- Your personal details
- Education and training
- Employment history – name of organisation, period of employment, job title, major duties and responsibilities, main achievements
- Skills/experience gained – inside and outside of work
- Name, address and contact telephone numbers of at least two (2) referees who can provide the selection committee with information on your knowledge, skills, ability and experience in relation to the requirements of the advertised position. Advise your referees that you are applying for the position.

Copies of degrees, diplomas etc

It is not necessary to include these with your application. Successful applicants may be required to provide copies of academic qualifications on being offered the position.

Acknowledgment of applications

We do not acknowledge receipt of applications unless requested to do so. If you would like an acknowledgement, please make your request clear.

Closing date

Your completed application must be received by the closing date specified. If you do not meet the deadline, you can call the designated contact person to seek approval to submit a late application. Late applications are accepted at the discretion of the Selection Panel.

Selection Panel

The Selection Panel is responsible for selecting the most suitable candidate for the position. The selection is based on merit and the selected candidate will best satisfy the selection criteria.

Short Listing

The Selection Panel will make arrangements to interview shortlisted applicants. Letters will be sent to other applicants advising them their application was not successful.

Interviews

Local applicants will be interviewed in person. Interstate or capital city applicants will generally be interviewed by telephone or via Skype. For telephone interviews a conference telephone is used so all members of the Selection Panel are able to converse with the applicant. Interview panels normally comprise of three people.

Final Selection

Successful applicants will be contacted by telephone and sent a written offer of employment including salary, award, hours of work, employment status, probationary period and date of commencement.

Unsuccessful applicants will be notified by mail within two weeks or less of the interview. Feedback will not be provided to unsuccessful applicants.

DUTY STATEMENT

Position:	Family Violence Support Worker
Reports to:	Director
Status:	Full time position
Location:	Townsville
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (Modern Award MA000100)
Salary:	Paid in accordance with the Queensland Community Services & Crisis Accommodation Award 2008 (the TPEO) from Level 4 (\$72,850), depending on experience. Salary Packaging available.

NQWLS Mission

NQWLS empowers women, contributes to their safety and the safety of children and promotes societal change by:

- *Providing free, accessible, high quality, holistic legal services*
- *Providing education about injustice and inequity experienced by women*
- *Engaging in collaborative work to create change in policy and the law*

Overview of role

The Family Violence Support Worker (FVSW) works within the Domestic Violence Legal Service (DVLS). The DVLS is a specialist legal service within NQWLS that provides holistic wrap around legal and non-legal services to vulnerable women who are affected by domestic and family violence. The role of the FVSW is to provide high quality support to clients of the DVLS which includes making effective referrals to ensure clients' non-legal needs are met; to undertake other administrative and paralegal duties as required; and to ensure the effective and efficient day to day operation of the Service.

Communication and Reporting lines

All NQWLS staff members are employed by and are accountable to the Management Committee of the Service, through the Director.

The Principal Solicitor is responsible for the day to day management of the legal practice.

The FVSW is responsible for the day to day support of the clients accessing the legal practice in the Townsville office, as well as offering administrative and paralegal support to NQWLS staff.

The FVSW is accountable on a day to day basis to the Principal Solicitor, or to her delegate Solicitor in the Townsville office, for all legal practice matters.

Duties of all Workers

- To work towards achieving the vision, mission and objectives of NQWLS.
- To work as a member of a team, with other workers, between NQWLS' regional offices and the NQWLS Management Committee and general membership.
- To participate in and contribute to the decision-making processes at staff and management meetings, in policy formulation and the planning of the future direction of NQWLS.
- To comply with the NQWLS policies and procedures and all accountability requirements under the Funding Agreement, the Risk Management Guide and professional indemnity insurance policy.
- To represent NQWLS in a positive and effective manner.
- To respond to requests by clients and staff in a knowledgeable, professional, constructive and respectful manner.

Duties and Responsibilities of the Position

1. Provide high level client support work, including:

- a. Participate in initial client interviews to identify and assess clients' non-legal needs and build rapport with clients.
- b. Identify and make appropriate referrals to ensure non-legal needs are met and to work collaboratively with other community organisations to encourage empowerment, choice and control by the client.
- c. Attend client appointments at other service providers where appropriate, to provide support and background information.
- d. Attend all DVLS court appearances to provide support to clients.
- e. Maintain regular phone contact with clients, including after court appearances and client interviews, to assist with any non-legal needs and to ensure clients feel connected to the Service.
- f. Identify any new support needs that arise throughout the client's matter.
- g. Undertake longitudinal surveys with clients to provide insight into how the holistic model assisted clients to move forward with their lives.
- h. Work autonomously.

2. Provide general and administrative support, including:

- a. Assist with telephone and reception enquiries.
- b. Assist with various tasks associated with supporting the internal processes of NQWLS and its day to day activities and events.
- c. Assist with updating the NQWLS client database and other records.
- d. Assist with the maintenance of NQWLS administrative systems, copying, faxing, filing, scanning and other administrative tasks as required to meet funding and other accountability requirements.
- e. Participate in community networking and community education activities as required.

3. Provide high level paralegal support for legal staff undertaking client file work, including:

- a. Manage client relationships and handle client enquiries.
- b. Assist with client intake as required and take initial statements to assist with the completion of necessary forms.
- c. Assist with maintenance of solicitor diary appointments, organise daily bring-ups and assist with client file management (both hardcopy and electronic files).
- d. Undertake data entry, open and close files, maintain spreadsheets and other administrative tasks as required.
- e. Word processing, preparing and editing various documents, letters, file notes, court forms, briefs to counsel.

Selection Criteria – Essential

1. Demonstrate experience in working with women affected by domestic and family violence.
2. Demonstrate an understanding of the dynamics of domestic and family violence.
3. Demonstrate experience in working with women from diverse cultural, linguistic and educational backgrounds.
4. Demonstrate excellent interpersonal and written communication skills.
5. Knowledge of community networks and referral pathways relevant to the support needs of vulnerable women.
6. Practical and applied knowledge of the legal system and processes as they specifically pertain to family law and domestic violence.
7. High level organisational and time management skills, attention to detail and the ability to work independently and as a member of a team.
8. Knowledge and understanding of the philosophy of community legal centres and understanding of the social justice and human rights issues affecting women in Australia today. Commitment to the vision, mission and values of NQWLS.
8. Experience working or volunteering in a community organisation or legal practice.
9. Demonstrate computer literacy, including experience with Word, Excel, Outlook, database programs and use of office equipment.
10. Demonstrate experience in performing paralegal and administrative tasks associated with a legal practice including: the management of hard and electronic copies of client files, the ability to prepare draft legal correspondence and documentation, or the ability to rapidly acquire these skills.
11. Hold a current driver's licence.

CLOSING DATE FOR APPLICATIONS:

5.00pm, Friday 23 October 2020.

Applications by email to:

director@nqwls.com.au

Reference:

FV Support Worker vacancy

Organisational Chart (as at September 2020)

