



## POSITION DESCRIPTION

### Client Support / Financial Capability Worker

Location	Primarily based in Alice Springs but may include some outreach
Position Status	12 months full-time (may be ongoing, subject to funding)
Hours of work	8.30am – 5pm Monday to Friday
Duration	The position is subject to satisfactory completion of a 6 month probationary period and is subject to ongoing funding.
Other conditions	Due to the nature and requirements of this role, applicants are required to be female.

### Salary and Conditions

- A competitive salary is offered depending on relevant qualifications and experience.
- Generous salary sacrificing is available. The Employer pays superannuation at 10%, 4 weeks annual leave plus 2 weeks well-being leave.
- 10 days personal leave + other leave as per National Employment Standards
- Relocation expenses are available for interstate candidates as per CAWLS policy.

### Accountability

- The position reports to the Practice Manager.
- Employment is subject to the completion of a six month probationary period, which may be extended.
- The employee will be subject to an annual performance review linked to objectives set out for the position.

### Our Values

Responsive and trustworthy • Inclusive and empowering • Collaborative and accountable

### Agency Overview

Central Australian Womens Legal Service delivers a holistic, culturally safe, trauma informed intensive service model across the Central Australia & Barkly regions.

At CAWLS we aspire for a future where women and their children are safe, living with dignity and respect. Our purpose is to help women in Central Australia and the Barkly Regions with their legal and other inter-connected matters; providing legal assistance and other specialised support services particularly for those affected by domestic violence.

Our objectives are:

- To provide free and confidential legal and non-legal assistance;
- To increase legal literacy and understanding through the provision of education;
- To enable professionals to identify, support and refer victims of domestic violence to appropriate services;
- To advocate for law and policy reform seeking changes beneficial to our clients.

**CAWLS is funded by the Commonwealth Attorney-General's Department, the National Indigenous Australians Agency and the Northern Territory Government.**

## Primary Objectives of Role

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- Provide culturally appropriate financial literacy assistance and non-legal support services to CAWLS clients.
- Assist clients to build skills to decrease financial stress and strengthen capacity to effectively manage money.
- Work collaboratively with the CAWLS team for the overall success of the service.

## Key Duties

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The Client Support / Financial Capability Worker will be proactive in their work, take responsibility for own actions, and work in partnership with colleagues and clients from a strengths based perspective including the following key duties;

- Provide clients with Financial Literacy education, information and coaching to increase their knowledge base so they can make better informed financial choices.
- Accept & process client referrals from lawyers.
- Facilitate access to Financial Counsellors, legal and other services.
- Assist the Financial Counsellor to develop CAWLS Financial Counselling program as requested which may include outreach visits at other locations.
- Support eligible clients with employment readiness through improving financial knowledge, skills and capabilities to assist them to achieve employment.
- Provide non legal support to CAWLS clients including with Centrelink & housing applications, facilitate assisted referrals and other support, based on the needs of the clients, including travel to and from appointments.
- Assist clients to access assistance from other services such as emergency housing, food vouchers etc.
- Assist the *CAWLS Women's Safety and Wellbeing Court Practitioner* to provide non-legal support to women at court who have experienced domestic or family violence, by assessing their immediate non-legal needs and safety risks.
- Establish and maintain accurate client files in line with industry standards, Privacy Principles and CAWLS procedures.
- Collect & enter required data for internal data collection systems.
- Support the administration team in front of house/general administration duties when required/tasked to do.
- Participate in projects and activities contributing to the promotion of CAWLS.
- Comply with the requirements of any applicable legislation relating to the legal practice and the requirements of Financial Counselling Australia.
- Report any Work Health Safety issues that may arise or come to attention in the work environment.
- Other duties as directed.

The Client Support / Financial Capability Worker will also:

- Actively participate in regular supervision and team meetings.
- Provide statistics and reports as requested.
- Participate in staff development and in-service training as required.
- Ensure compliance with CAWLS policies and procedures.
- Maintain client confidentiality at all times.
- Maintain a teamwork approach at all times.

## **Selection Criteria**

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- An equivalent or higher qualification of a Certificate III incorporating the following mandatory units:
  - CHCFLE301A – work with clients needing a financial literacy education;
  - CHCFLE302A – educate clients in fundamental financial literacy skills, and
  - CHCFLE303A – educate clients to understand debt and consumer credit.
- An understanding of and experience in high quality financial capability building service provision.
- Understanding of cross cultural awareness and sensitivity and ability to work effectively with culturally diverse people.
- Demonstrated understanding of the issues women face in seeking access to justice particularly indigenous women and those whose first language is not English.
- Experience in group facilitation and presentation skills.
- Well-developed oral and written communication skills including the ability to communicate effectively with a diverse range of cultural and social groups.
- Well-developed interpersonal and relationship management skills with the capacity to work as a member of a team and ability to liaise with stakeholders in a confident and professional manner.
- Demonstrated skills in administration and computer literacy including Microsoft Word & Excel, Outlook email and database entry.
- Demonstrated ability to show initiative and problem solving skills.
- Demonstrated understanding of the issue of confidentiality and ability to be discreet.
- Current NT Police Check, NT Drivers Licence & Ochre card (or capacity to obtain).

## **Desirable**

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- Experience working with Aboriginal people and in remote environments.
- Previous experience in a Community Legal Service.
- Current manual drivers licence.

## **Information for Applicants**

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All CAWLS staff and volunteers are required to:

- Support and demonstrate CAWLS values and ethics
- Act at all times in accordance with CAWLS Code of Conduct , confidentiality agreement and policies
- Comply with CAWLS Work Health Safety Policies and practices
- Support a child safe organisation, undertake a police check prior to commencement and hold a current NT ochre card at all times.

The application should include a cover letter, an address to the selection criteria, a resume/CV, and two referees.

The application is to be submitted to [recruitment@cawls.org.au](mailto:recruitment@cawls.org.au) using the subject line: Client Support / Financial Capability Worker