



JOB DESCRIPTION

Program and Policy Support Officer

Location	Alice Springs
Position Status	Full-time
Hours of work	8.30am – 5pm Monday to Friday
Duration	The position is subject to satisfactory completion of a 6 month probationary period and 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 11%, four weeks annual leave plus an extra two weeks well-being leave and other leave as per National Employment Standards
- Relocation expenses are available for interstate candidates as per CAWLS policy.

Accountability

- The position reports to the Senior Management Team through the Policy and Education 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 for those affected by domestic violence.

Our objectives are:

- To provide free and confidential legal and connected non-legal assistance;
- To increase legal & financial 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

The Program and Policy Support Officer works to support the development and implementation of CAWL's calendar of community legal education, community engagement and policy projects. They will assist in the end to end management of programs and events providing a broad range of administrative, research and communications support, to ensure CAWLS programs are delivered to the highest standards.

The role requires a service-orientated person with a strong work ethic, good time management skills, a cooperative and can-do attitude and a willingness to learn from senior staff. The role will also require enthusiasm, excellent communication skills and the ability work autonomously in addition to working well with others. An eye for detail and the capacity to work in a busy environment, meet strict deadlines, prioritise work and maintain quality standards are also essential.

Key Responsibilities

1. Under the supervision of the Policy and Education Manager, provide administrative and research support, to ensure all CAWLS education programs and events are executed smoothly and to the highest standard including:
 - Preparation, production and distribution of accurate and timely correspondence, materials, briefings and reports.
 - Providing secretariat support to committees and cross-institutional working groups convened by CAWLS;
 - Attending collaborative forum/planning meetings on behalf of CAWLS;
 - Undertaking research and contributing to the development of new program content;
 - Involvement in diary planning and management;
 - Managing CAWLS presence at community fairs and large events;
 - In collaboration with the Administration Coordinator, coordinating logistics of events including presenter requirements, venue preparation, AV/video recording and technology requirements;
 - In collaboration with the Administration Coordinator, coordinating logistics of remote community visits.
2. Participation in the formulation, development and implementation of business system process improvements including monitoring, evaluation and reporting on education programs and data entry into the CLASS data management system.
3. Participate in policy and law reform as required.
4. Build and maintain effective working relationships with internal and external stakeholders.
5. Support the work of the Policy and Education Manager, solicitors and other staff undertaking delivery of community education.
6. Other duties as required.

Key Capabilities

Technical expertise	<ul style="list-style-type: none">• Proficient in the use of Microsoft Office programs.• Demonstrated experience with data management software.
Effective communication	<ul style="list-style-type: none">• Writes in a clear, logical and grammatically correct manner.• Speaks clearly and concisely when providing information or responding to others.• Actively listens and adjusts communication style and message to ensure clarity of understanding.• Listens to understand requirements, and adjusts communication mode, style and message accordingly.
Team work	<ul style="list-style-type: none">• Works co-operatively with team members and clients.• Explains and demonstrates work practices and procedures in support of team members.• Recommends alternative approaches to achieve team objectives and improve work processes.• Acknowledges the efforts of others.
Sharing and collaboration	<ul style="list-style-type: none">• Shares information with colleagues and line management to keep them informed of work tasks and progress.• Seeks assistance when required.• Works collaboratively across the organisation and with jurisdictions.• Proactively shares information to engage individuals, groups and other stake holders to achieve operational objectives.• Works closely with staff to develop better work processes and practices.
Delivers quality outcomes	<ul style="list-style-type: none">• Plans and prioritises work to meet expected outputs and performance standards.• Maintains quality of service despite constraints.• Looks for opportunities to improve quality of service.• Takes responsibility for delivering own outputs.• Builds strong relationships with stakeholders to understand service needs.
Continuous improvement	<ul style="list-style-type: none">• Reflects on and identifies opportunities to improve own work.• Demonstrates a commitment to the principals of continuous improvement.• Evaluates work area processes and outputs and develops strategies to generate efficiencies.

Selection criteria

Essential:

1. Demonstrated relevant experience in this or a closely related field as outlined in the Key Responsibilities for the position.
2. Excellent organisational, interpersonal and communication skills, including
 - Research, report writing and computing skills
 - Sound written and organisational skills
 - ability to manage workload, competing demands and meet deadlines
3. Demonstrated ability to engage and liaise with a diverse range of stakeholders in the Community.
4. Ability to work independently in a self-directed and self-motivated manner, while also actively contributing to a team-based working environment.
5. Relevant experience in developing, co-ordinating and delivering services to members of disadvantaged and vulnerable communities.
6. Understanding of economic and social issues affecting women in the Northern Territory, particularly Central Australia and the Barkly regions.
7. Understanding and commitment to principles of social justice and understanding of domestic and family violence as it affects women.
8. Personal resilience, adaptability and ability to meet the challenges of remote service delivery.
9. Current NT Driver's License, NT Ochre Card & Criminal History check (or the ability to obtain).

Desirable:

- Experience in a community based organisation in a remote setting.
- Experience working with people from culturally and linguistically diverse (CALD) / Aboriginal and Torres Strait Islander backgrounds.
- Manual driver's license.

Information for Applicants

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 detailed resume/CV, and two referees.

The application is to be submitted to recruitment@cawls.org.au using the subject line: 'Program and Policy Support Officer.

For more information contact Alice de Brenni, Business Manager on 89524055 or recruitment@cawls.org.au