



**Northern Territory
Legal Aid Commission**

CLIENT SUPPORT WORKER

Professional 1/ Professional 2

(\$75,057 - \$103,377)

plus superannuation

12 MONTH CONTRACT

DARWIN

An opportunity exists in the Family Law Practice for a Client Support Worker to join our team.

The Client Support Worker aims to ensure that vulnerable clients affected by domestic and family violence in family law, domestic violence and child protection matters receive appropriate non-legal support services.

A contract will be negotiated based on the experience of the successful applicant. The Commission's conditions of employment are similar to those existing in the Northern Territory Public Service. The Commission also offers generous salary packaging arrangements.

To be considered for this position, applicants **must** address the selection criteria. The duty statement and selection criteria can be obtained from www.legalaid.nt.gov.au

Applications to be submitted by email to recruitment@legalaid.nt.gov.au by **10am Friday, 4 February 2022**.



FAMILY LAW PRACTICE

CLIENT SUPPORT WORKER

Professional 1/ Professional 2

DARWIN

JOB DESCRIPTION

Under the supervision of the Managing Solicitor of the Family Law Section of the Northern Territory Legal Aid Commission, the Client Support Worker aims to ensure that vulnerable clients affected by domestic and family violence in family law, domestic violence and child protection matters receive appropriate non-legal support services.

DUTY STATEMENT

- Provide individual support and referral services to clients. This includes:
 - Involvement with the client from initial intake through to conclusion of the legal proceeding, as appropriate.
 - Apply best practice screening, risk assessment and safety planning procedures for client's affected by family and domestic violence.
 - Develop Improve and maintain a client engagement and referral strategy.
 - Identify areas of support for clients and provide intensive case management through individual case planning.
 - Provide appropriate support services to clients of the Practice. . This includes taking information and making assisted referrals to external support services.
 - Provide assistance to lawyers where necessary with client liaison, case management and collaborate with other agencies to assist with client engagement.

- Contribute to ensuring that services are adaptable and meet the needs of clients from diverse cultures, communities and circumstances, in particular First Nations clients, clients from CALD communities and clients with disabilities.
- Promote, attend and proactively engage in relevant network meetings and work collaboratively with key stakeholders
- Revise processes and procedures for the role and establish systems for data collection and project evaluation.
- Accurately and comprehensively record appropriate data and report on project outcomes.
- Work collaboratively to contribute to policy development, professional and community education and training as relevant.
- Other duties as reasonably directed.

SELECTION CRITERIA

Essential

1. A degree in social work or a related discipline which provides eligibility for membership of the Australian Association of Social Workers, the Australian Community Workers Association, the Australian Psychological Society or equivalent.
2. An understanding of and commitment to NT Legal Aid Commission values and an understanding of Northern Territory justice issues and how it relates to people experiencing family law, domestic violence and child protection legal matters.
3. Experience in assisting vulnerable clients who may be at risk of, experiencing, or affected by trauma, domestic and family violence, homelessness, mental health conditions, cognitive impairments or other disabilities.
4. Experience in and an ability to support and assist clients through individual case management and case planning.

5. Excellent written and oral communication skills with a particular ability to communicate with vulnerable people including from Aboriginal and Torres Strait Islander, refugee and migrant backgrounds.
6. Demonstrated understanding and awareness of cross-cultural issues
7. Demonstrated ability to maintain client confidentiality and illustrate an awareness of the issues relating to client confidentiality and privacy within the community and the work environment.
8. Demonstrated experience and ability in liaising with other agencies and developing networks and contacts in other associated services such as emergency housing, counselling, education and police.
9. Demonstrated ability to work with limited supervision, effectively manage time and meet deadlines.
10. Demonstrated ability in office procedures including word processing, file management, data entry and reporting.
11. Ability to work as an effective team member with vulnerable clients in a high pressure, timeline driven work environment.
12. Ability to obtain a "Working With Children Clearance" (Ochre Card) upon commencement.
13. Current 'C' Class driving license.

Desirable

14. Experience in the delivery of community education.

Further Information

All NTLAC employees subject to the Chief Health Officer Directions No.55 of 2021 are required to provide evidence of two doses of an approved COVID 19 vaccination, unless they can provide a medical exemption.