

Advisor

As a Social Worker, Lawyer or Industrial Officer (**Advisor**) at Basic Rights Queensland, you provide advice and support under the direction of a Manager. You contribute your expertise to individual matters and help ensure quality service delivery. Your work focuses on client service, advice and individual advocacy, research, and casework support to deliver outcomes for individual clients. You contribute to:



*Direct client work
delivering quality and inclusive
services that have a meaningful
impact and are responsive to
client/community need.*

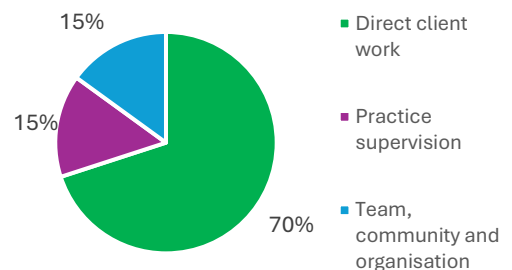


*Practice supervision
overseeing processes and practices that
comply with funding, accreditation and risk-
management requirements, and leading a
team that lives our values, focuses on
performance, and has impact.*



*Community/organisation
engaging with the community to
leverage and amplify our impact,
while supporting operational,
administrative and sustainable
practices.*

You should expect to spend almost all of your time on direct client work, a portion of time supporting practice supervision/development, and some time contributing to the organisation & broader community.



To succeed in this role, you need:

- Tertiary qualifications in Law, Social Work, Human Services, Psychology, Business or similar, or equivalent relevant experience
- Practical experience in legal, industrial, or advocacy work related to social security, disability discrimination, and/or employment law.
- Ability to contribute to legal research, case preparation and service delivery improvement initiatives
- Strong communication and interpersonal skills, with the ability to build and maintain strong relationships

Your key responsibilities include:



Direct client work

- Providing advice, individual advocacy, casework and representation, under the supervision of a Manager or Senior.
- Assisting with holistic personal support and/or specialist referrals to address clients' industrial, legal and other issues
- Maintaining up to date knowledge, analytical skills and practice in your field of speciality
- Recording client data accurately, maintaining high quality notes and case work records and being prepared to demonstrate that the needs of clients are adequately addressed
- Following client service and administrative practices of BRQ, including the BRQ Policy Manual and the NACLC Risk Management Guide



Practice supervision.

- Following strategies and policies that protect clients' rights and ensure quality standards, and constantly improve and innovate in service delivery
- Participating in advice checking, file reviews and compliance processes under the guidance of your Manager
- Contributing to reflective practice discussions and legal training initiatives
- Assisting in implementing policies and procedures that protect clients' rights and enhance service delivery
- Maintaining awareness of risk and escalating complex or high-risk matters to your Manager or Senior Advisors.



Community/organisation

- Assisting with stakeholder engagement and training to promote our services, build partnerships, and advocate for key issues
- Supporting strong relationships with the women's services, legal, community and industrial sectors and ensuring collaborative referrals within and outside BRQ
- Other duties as directed by the CEO/ Director/Manager