



JOB DESCRIPTION

Client Support & Community Engagement Officer

Location	Alice Springs
Position Status	18 months full-time (may be ongoing)
Hours of work	8.30am – 5pm Monday to Friday. This position includes regular travel to outreach locations including nights away from home.
Probation	The position is subject to satisfactory completion of a 6-month probationary period.
Other Conditions	Due to the nature and requirements of this role, applicants are required to be female. The position is subject to ongoing funding. An NT Driver's license is required. Aboriginal or Torres Strait Islander women are strongly encouraged to apply
Apply via email	recruitment@cawls.com.au

Salary and Conditions

- Classification: SCHADS level 3, plus 12% superannuation (\$80,000 – \$85,800.00). Travel Allowance is paid for overnight trips.
- The Employer pays superannuation at 12%, six weeks annual, 12 days personal leave and other leave as per National Employment Standards.
- Salary sacrifice is available.
- A supportive workplace dedicated to developing employee wellbeing and resilience.
- Excellent training and Professional Development opportunities.

Accountability

- The position reports to the Senior Management Team.
- Ongoing Employment is subject to the satisfactory completion of a six-month probationary period, which may be extended.

Agency Overview

Central Australian Women's Legal Service is a not for profit, specialist women's legal service. Our mission is to empower women of Central Australia and the Barkly through culturally safe legal assistance, transformative education and holistic services.

We achieve this through

- empowering women to make informed choices
- Trauma informed practice
- Advocating for systemic change
- Collaborating for collective impact
- Leading with integrity, inclusivity and embracing diversity.

CAWLS service delivery includes legal advice & representation, court support, client support, financial counselling, community education & outreach services.

CAWLS is an accredited community legal centre, a member of Women's Legal Services Australia, and a specialist domestic, family and sexual violence (DFSV) service.

CAWLS is funded by the Commonwealth Attorney-General's Department NAJP, Department of Social Services and the Northern Territory Government.



Primary Objectives of Role

- Provide support services including assisting colleagues to ensure clients receive assistance in a culturally safe and respectful manner.
- Assist the Integrated Community Justice Partnership Team Leader to facilitate the outreach program across designated Central Australian communities.
- Assist with data collection, entry & control to meet the organisations needs for reporting under applicable grant agreements.
- Work collaboratively with the CAWLS team for the overall success of the service, enabling, educating and empowering women to better engage in the legal system.

Key Duties

The Client Support & Community engagement Officer has various roles and responsibilities including providing high quality, culturally safe and holistic client support assistance, including not limited to DFSV safety planning, legal health check assessments, systems navigation assistance, and social supports within CAWLS practice areas, with particular focus on clients experiencing or at risk of experiencing DFSV.

Client Support

- Facilitate clients to access CAWLS legal, financial counselling and other services both in-house and at outreach locations including (but not limited to) DFSV safety planning, intake & referrals.
- Assist CAWLS lawyers, educators etc during advice clinics, outreach visits and at other locations as directed.
- 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.

Outreach support

- Co-ordinate travel to remote locations for outreach trips including documentation, vehicle & accommodation bookings, updating calendars and liaising with staff travelling.
- Vehicle fleet management including regular checks, managing the maintenance schedule, co-ordination of overnight garaging and monitor cleaning & refueling.
- Travel with CAWLS teams to communities across Central Australia assisting with schedule activities including intakes & education sessions. This will involve overnight travel, usually for 2 to 3 nights away from home
- Assist with co-facilitating/presenting and delivering community legal education information sessions, events, and developing resources. Training will be provided.
- Assisting to develop and/or maintain relationships with key stakeholders to deliver outreach services to the community and assist in service promotion, with a focus on working in an integrated and collaborative manner.

Administration support

- Support the administration team in front of house with general administration duties when required/tasked to do including answering the telephone, monitoring emails, greeting clients and completing intake forms & other tasks as directed.
- Collect & enter required data for internal data collection systems.



Organisation responsibilities

- Report on any Work Health Safety issues that may arise or come to attention in the work environment.
- Participate in projects and activities contributing to the promotion of CAWLS.
- Comply with the requirements of any applicable legislation relating to the legal practice including Mandatory reporting.
- Other duties as directed.

The Client Support Worker will also:

- Actively participate in regular supervision and team meetings.
- 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 (Essential)

- Formal qualifications are not required for this position however a high level of customer service and office administration skills is required including;
 - Demonstrated ability in the use of computer software programs in particular MS Word & MS Excel and Outlook.
 - Well-developed oral and written communication skills including the ability to communicate effectively with a diverse range of cultural and social groups.
 - Excellent attention to detail and written skills when communicating with others, both internally within the organisation and externally.
 - Ability to accomplish objectives effectively within time frame given and carry out administrative duties in an efficient and timely manner.
 - Ability to show initiative and problem-solving skills.
- A strong commitment to cultural safety when assisting women from diverse cultural backgrounds including Aboriginal women.
- Knowledge and understanding of the issues women face in seeking access to justice particularly women whose first language is not English.
- Demonstrated understanding of confidentiality and the ability to be discreet.
- Well-developed interpersonal and relationship management skills with ability to liaise with stakeholders in a confident and professional manner.
- Proven capacity to work as a member of a small team within a diverse environment; willingness to assist and support others as required and get on with team members including taking directions from managers.
- Personal commitment to reflection and self-care to build resilience and minimise the impact of vicarious trauma.
- Current First Aid certificate, NT Driver's License, NT Ochre card & Criminal History check (or the ability to obtain). 4wd and first aid training will be provided.

Desirable

- Experience working with Aboriginal people and in remote environments.
- Experience travelling in remote environments.



- Previous experience in a Community Legal Service.
- Experience using CANVA and PowerPoint
- Confidence in public speaking

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.

Information for Applicants / How to Apply

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

Apply via email: recruitment@cawls.com.au

For more information contact: Alice de Brenni
(08) 89524055