

POSITION DESCRIPTION

JUSTICE SUPPORT OFFICER

Position Title	Justice Support Officer – SCHADS 4
Business Unit/ Department	Justice Advocacy Service
Position Reports to	Service Access Team Manager
Key relationships	Program Director JAS, Regional Managers, JAS staff, Volunteer Program Coordinator, IDRS Ability Rights Centre, volunteers, people with cognitive impairment, Disability and mainstream services, Aboriginal and Torres Strait Islander organisations, Legal Aid NSW, Aboriginal Legal Service, NSW Police, Department of Communities and Justice and other justice sector stakeholders.
Direct Reports	NIL
Scope of Role	Responsible for coordinating Service Access functions across JAS, including the assessment and prioritisation of referrals, service requests, client enquiries, information and referral, the coordination of Police Station Support and other justice-related responses. The role operates across business hours and a rostered after-hours service. Participation in a rostered after-hours service to coordinate Police Station Support responses is an inherent requirement of the position.

Purpose

Provide a centralised Service Access function across JAS, ensuring timely, responsive and person-centred access to services for people with cognitive impairment through intake, triage, referral coordination and operational support. The role coordinates Police Station Support during business hours and through a rostered after-hours service, facilitating access to advocacy, support and legal advice while supporting effective service delivery across JAS teams.

Specific Accountabilities

Service Delivery and Client Outcomes

- Receive and process referrals, enquiries and requests for information via phone, email and online systems.
- Assess referrals, enquiries and client needs, determine eligibility and priority, and coordinate access to appropriate JAS and external services in accordance with operational guidelines.
- Provide information, guidance and service navigation to clients, referrers and stakeholders.
- Coordinate Police Station Support services, including facilitating access to advocacy, support and legal advice during business hours and rostered after-hours and weekend shifts.
- Deliver culturally safe, trauma-informed, person-centred and rights-based services that promote dignity, inclusion, participation and self-determination.
- Contribute to service quality and continuous improvement and service planning, supporting client feedback and evaluation activities.

Stakeholder Engagement

- Build and maintain effective working relationships with internal teams and external stakeholders, including police, legal representatives, disability services and community organisations.
- Act as the Service Access liaison for an allocated JAS region, maintaining effective communication with regional teams, providing a consistent point of contact, and supporting coordinated service delivery.
- Facilitate qualified referrals with relevant stakeholders to support access to justice and support services.
- **Administration and Reporting**
- Ensure all intake, referral, and service activities are documented in line with operational guidelines within designated timeframes.
- Maintain quality accurate records in client management systems to support efficient service delivery, positive client outcomes and organisational accountability.

Compliance, Risk and Safety

- Ensure services are delivered in accordance with legislation, policies, procedures and contractual obligations.
- Identify, escalate and manage operational, client and service delivery risks in accordance with organisational requirements.
- Contribute to, and support organisational commitments to a safe, inclusive and culturally responsive workplace.
- Maintain privacy, confidentiality legal and information security requirements.
- Participate in regular supervision, training and professional development.
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Key Skills

- Client engagement and accessible inclusive communication.
- Assessment, triage and referral coordination.
- Remote stakeholder engagement and relationship management.
- Sound decision making, problem-solving and risk assessment.
- Strong administration, documentation and reporting skills, competent use of client management systems, and digital technologies to support service delivery.
- Management of fast paced environment with competing priorities.
- Rights-based, person-centred and culturally safe practice.

Qualifications and Experience

Essential

- Experience coordinating service delivery, referrals, intake functions or operational workflows.
- Exceptional written and verbal communication skills with the ability to engage effectively with diverse stakeholders remotely, in an accessible and inclusive way.
- Strong digital literacy and administrative skills, including the ability to effectively use client management systems, databases and workplace technologies.
- Ability to manage competing priorities in a fast-paced and complex service environment.
- Strong organisational skills with high attention to detail and accuracy in record keeping and written communication.
- Ability to exercise sound judgement in triaging, prioritising and escalating service responses.
- Ability to work independently during after-hours and on-call shifts, including managing urgent and time-sensitive matters.
- Ability to work collaboratively within a multidisciplinary remote team environment.
- Commitment to culturally safe practice, particularly with First Nation communities.
- Understanding of work health and safety responsibilities and self-care practices in human services work.

Desirable

- Experience working with people with disability, cognitive impairment, or other vulnerable and marginalised groups.
- Knowledge of the disability, community services, or criminal legal system.
- Knowledge of the barriers experienced by people with cognitive impairment when engaging with the justice system.

Changes to this Position Description

Your responsibilities also extend to any requirements outlined on a duties list, or that are delegated to you by your manager, supervisor or as required. Please be aware that your position description is subject to change based on IDRS's evolving operational needs and requirements.

Vision, Purpose and Values

IDRS's Vision, Purpose and Values describe our reason for being, what we do, and how we do it. It is a requirement of all IDRS employees that we work in a way that is consistent with this Vision, Purpose and Values.

Vision

Equal rights and justice for people with disabilities.

Purpose

We are a disability advocacy service and a community legal centre. We work alongside people with disability to promote and protect their rights.

Values

Our values sit at the heart of everything we do. They guide how we work with the people we support, with each other and with our partners:

Justice: What we seek.

Respect: What we give.

Persistence: How we do it.