**Client and Community Support Officer - Family Violence Prevention Unit**

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| **Contract type** | Full time, fixed term up to 31 December 2023 |
| **Salary range** | $62,476 to $67,920 depending on experience |
| **Location** | Canberra or Nowra |
| **Submit applications to** | Mary Day  Regional Administration Coordinator  E: [Mary.day@alsnswact.org.au](mailto:Mary.day@alsnswact.org.au)  P: (02) 8836 3444 |
| **Applications close** | Friday 25 February 2022 |
| **Recruitment notes** | The successful applicant will need to have a willingness and ability to travel to regional and metropolitan locations, conferences (local and interstate) and events. This may include overnight stays.  The position offered to the Employee is subject to the Employee agreeing to a Police Check and a Working with Children Check.  It is a condition of employment at the ALS to be double vaccinated against COVID -19 . |
| **Employee benefits** | ***Salary Sacrificing***  At the time of advertising, the ALS is deemed to be a Public Benevolent Institution. As a result, the ALS currently offers the option of Salary Sacrificing a portion of an Employee’s salary (Salary Packaging).  Salary Packaging allows employees to elect an amount, up to the annual Australian Taxation Office limit (currently $15,900 per FBT year), to be deducted from their before tax salary.  Salary Sacrificing is dependant on the Employee’s personal circumstances, the ALS cannot provide financial advice. |
| **Application sections and checklist** | Before submitting your application please make sure you have completed all the requirements of the application.   1. Completed ALS Application Form 2. Cover Letter responding to how you meet the selection criteria 3. Up to date Resume / Curriculum Vitae (CV) 4. A copy of your current driver’s license 5. A copy of your Working With Children’s Check 6. Your COVID-19 Vaccination certificate |
| **Position Description** | The Position Description can be found at the end of this document. |

**ALS Employment Application Form**

This form must be completed by all applicants.

By submitting this application, you are acknowledging that the information provided on this form and in the attached documents is true and correct.

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| **First name** |  |
| **Last name** |  |
| **Preferred name** |  |
| **Phone number** |  |
| **Email address** |  |
| **Residential address** |  |
| **Have you attached a copy of your current drivers’ licence?** | ***Yes***  ***No*** |
| **Have you attached a copy of your COVID-19 vaccination certificate?** | ***Yes***  ***No*** |
| *Due to the nature of our work many of our positions require Employee’s to obtain and maintain a satisfactory Working with Children Check, National Police Check and a Criminal Police Check.* | |
| **Do you consent to undertaking a Police Check?**  *Please note that not all items which appear on a Police Check will prevent a person from obtaining employment.* | ***Yes***  ***No*** |
| **Do you consent to undertaking a Working with Children Check?** | ***Yes***  ***No*** |
|  |  |
| *All employees must provide details of two (2) Referees who are able to provide feedback on your past employment experience.*  *If you do not have an employment references, please provide the details of 2 people who are able to act as a Referee. These people should not be relatives.* | |
| **I give consent to the ALS contacting the Referees listed below in relation to my application** | ***Yes***  ***No*** |
| *If you have answered “No”, please provide a reason* |  |
| **Referee One** | |
| **Name** |  |
| **Phone number** |  |
| **Email address** |  |
| **Working relationship** |  |
| **Referee Two** | |
| **Name** |  |
| **Phone number** |  |
| **Email address** |  |
| **Working relationship** |  |

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| **How did you hear about this position?**  *For example:*  *ALS Website, Facebook, ALS Employee, Ethical Jobs, Koori Mail, Community Notice Board etc* |  |

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**POSITION DESCRIPTION**

**CLIENT AND COMMUNITY SUPPORT OFFICER**

**FAMILY VIOLENCE PREVENTION unit**

**VARIOUS LOCATIONS - (nsw sOUTH cOAST & act)**

*This is an Aboriginal/Torres Strait Islander identified position which is a genuine occupational qualification and is authorised under section 14(d) of the Anti-Discrimination Act 1977.*

**PRIMARY OBJECTIVE**

The primary responsibility of the Client and Community Support Officer, Family Violence Prevention Unit (FVPU) is to provide high quality referral and information services for clients of the FVPU, and, to work closely with FVPU solicitors to provide holistic legal services to ALS and FVPU clients.

The position also plays an active role in Community Legal Education using a variety of engagement techniques; including using technology to assist in effectively delivering services.

The Client and Community Support Officer also provides information to solicitors regarding relevant legal issues arising in communities, relating to care and protection, family law and family violence. They attend relevant community meetings and represent the ALS-FVPLS on relevant working parties, as requested.

**REPORTING RELATIONSHIPS**

Duties are performed under the ultimate guidance and direction of the ALS’ Chief Executive Officer (CEO).

The positionreports to the Managing Solicitor - FVPU or their delegate. This position plays an important role within the ALS and the Family Violence Prevention Legal Service’ functions and will be required to work closely and collaboratively with the broader team.

**ORGANISATIONAL ENVIRONMENT**

The ALS aims to provide culturally appropriate information and referral, legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and ACT.

The ALS has recently received funding in order to provide legal services in Canberra, ACT and on the South Coast of NSW (in Nowra) through the Family Violence Prevention Unit. This is a holistic service providing legal representation, advice, casework assistance and referrals to Aboriginal families impacted or affected by family violence and related issues such as homelessness or contact with child protection. The FVPU also seeks to provide early support around intervention and community education around alternative pathways to ensure children are not removed from families and communities.

The ALS is committed to achieving justice for Aboriginal people and the Aboriginal community. The ALS remains committed to being community focussed; being fearless in our advocacy; accountable and ethical and aiming to make a difference to create better futures; while also acknowledging and respecting Aboriginal traditional values and cultural practices.

The Aboriginal Legal Service NSW/ACT Limited (ALS) is a public company limited by guarantee and a registered charity.

**Key Communications**

This position requires a hands-on, practical and flexible approach to problem solving, and excellent communication, facilitation and organisational skills and the ability to act autonomously and within a team environment.

***Internal*:** Theposition holder will work closely with the solicitors, administrative staff, managers, and other ALS-FVPLS staff members on a regular basis.

***External*:**  Externally the position holder will be required to establish and maintain relationships with a diverse range of government and non-government stakeholders, clients and community members.

**KeY Responsibilities and Accountabilities**

Perform responsibilities to a high standard within agreed timelines and in line with ALS’ vision, mission and values.

Key responsibilities include, but are not limited to:

* Delivering professional and culturally appropriate support, referral services and legal information to clients
* Understanding and seeking to meet the demands and expectations of clients, their families and the broader Aboriginal community in which they work
* Maintaining confidentiality
* Attending to client enquiries and providing appropriate support services including; assisting clients to connect with services, make Court applications, and identifying and arranging appropriate follow-up through the ALS or other agencies
* Liaising with local Aboriginal organisations and communities, including local representative groups to link Aboriginal clients, organisations and communities with the justice system
* Proactively engaging with communities to provide them with information and Community Legal Education using a variety of engagement techniques, including using technology to assist in effectively delivering services
* Undertaking relevant case management activities and related administrative requirements
* Developing and implementing systems and processes to effectively balance the requirements of demanding and challenging workloads,
* Assisting solicitors and administrative staff as required in maintaining client files, court diaries and appointment diaries and assist in the recording of client information and the preparation of client statistical information, as requested
* Maintaining file notes in an orderly and professional manner, including the recording of all data for statistical purposes
* Effectively utilising systems and technology which have a significant impact on the legal practice including; adapting to new, and enhancing the use of current, systems and technology
* Submitting accurate work reports in writing to the appropriate manager in a timely manner (both routine and ad-hoc reports as required)
* Communicating with and effectively supporting Aboriginal clients who may present as distressed, when the legal concepts involved are complex and difficult for the client to understand
* Supporting clients to ensure appointments are attended as required, and that clients receive relevant information
* Assisting solicitors as requested in the preparation of client matters, maintaining routine client contact and ensuring that clients have sufficient access to their legal representation
* Participating in relevant committees, community groups, government and non-government meetings as requested, to further promote the services and impact of the ALS as a highly effective service provider
* Contributing to the development of the ALS-FVPU position on law reform initiatives, particularly in the area of family and domestic violence
* Effectively managing your time in delivering service and meeting the expectations of your position
* Developing and maintaining good negotiation and communication skills and where appropriate assisting, guiding and supporting other staff
* Working collaboratively as a team member
* Ensuring the lawful achievement of ALS core business objectives to the highest standards of probity and efficiency, and with due reference to the interests of all stakeholders
* Maintaining and enhancing professional competence, keeping abreast of legal developments, changes in ALS policies, systems, guidelines, practices and community needs
* Demonstrating continuing respect and support for Aboriginal cultural practices in dealing with clients, their families, communities, directors and staff. Continuing to learn about the customs and history of local Aboriginal and Torres Strait Islander communities
* Identifying professional development and training needs
* Ensuring all duties and activities are carried out in an ethical manner, complying with ALS policies, procedures and any other applicable guidelines or legislation
* Travelling to regional and interstate locations for work purposes. *An inherent requirement of the job is the ability to independently travel to regional locations by car for work purposes, therefore a current driver’s licence is required (the ALS is an Equal Opportunity Employer and will consider reasonable adjustments where an employee cannot meet this requirement due to a disability or their age)*

**Knowledge, Skills and Experience**

***Essential Criteria***

To be successful in this position you will need to demonstrate:

* Aboriginal and Torres Strait Islander; identifies as an Aboriginal or Torres Strait Islander person and is accepted as an Aboriginal or Torres Strait Islander person in the community in which he or she lives
  + *This is an Aboriginal/Torres Strait Islander Identified position which is a genuine occupational qualification and is authorised under section 14(d) of the Anti-Discrimination Act 1977.*
* Knowledge and appreciation of the cultural and social needs of Aboriginal communities combined with continuing respect and support for Aboriginal cultural practices when considering service delivery and other support for clients, their families, communities and staff
* Commitment to the principles of social justice
* Knowledge and understanding of social justice issues affecting Aboriginal and Torres Strait Islander people involved in the legal system
* Knowledge of support and referral services available to Aboriginal and Torres Strait Islander clients involved in the legal system
* Ability to produce high-quality, accurate and relevant reports regarding client engagement, and outcomes of client support and referrals
* Excellent problem-solving skills
* Proven self-motivation, demonstrating the ability to work autonomously and within a team
* Excellent word processing and computer skills using Microsoft Office Suite
* A willingness and ability to travel to regional, metropolitan and interstate locations for work purposes

***Desirable Criteria***

* Ability to prepare and deliver community legal education
* Previous experience working in an Aboriginal and/or Torres Strait Islander community-based organisation