**POSITION DESCRIPTION**

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| **POSITION DETAILS** |
| **POSITION TITLE** | * Community Support Officer
 |
| **NAME OF EMPLOYEE** |  |
| **AFLS BUSINESS UNIT** | * Family Violence Prevention
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| **SITE** |  |

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| **POSITION’S PRIMARY PURPOSE** |
| * Act as key liaison between victims of Aboriginal family violence and the services of Aboriginal Family Law Services (AFLS), promoting the service within your regional communities – referring clients to AFLS solicitors for legal representation, undertaking community legal education and general support services.
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| **RELATIONSHIPS** |
| **DIRECT MANAGER** | * Regional Coordinator
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| **DIRECT REPORTS** | * N/A
 |
| **KEY INTERNAL RELATIONSHIPS** | **KEY EXTERNAL RELATIONSHIPS** |
| * Regional Coordinator
* Regional Admin Support Officer
* AFLS Solicitors
* Client Services Co-ordinator
* Community Support Worker Colleagues
 | * Local Aboriginal communities and their members
* Victims of Aboriginal family violence and abuse
* Local government agencies as stakeholders (police, hospitals, courts)
* Other external service providers
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| **ORGANISATIONAL VALUES / BUSINESS EXCELENCE COMMITMENT** |
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| * Your role with AFLS carries a responsibility to actively promote the following key organisational values
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| **Leadership** | in taking a team approach to promoting valid use of the service and achieving maximum positive impact for victims of family violence and abuse. |
| **Openness** | and integrity in your internal and external communications. |
| **Creativity** | in the execution of your work skills to promote productivity, flexibility, innovation and the development of ideas. |
| **Knowledge** | sharing can enrich the skills and experience pool of the AFLS workforce – enhancing our ability to meet our organisational objectives. |
| **Empowerment** | with support will give you and your AFLS colleagues the tools and will to achieve goals. |
| **Respect** | is a mutual expectation within the AFLS culture. |

| **KEY RESPONSIBILITIES, GOALS & OBJECTIVES** |
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| **People** | * Conduct regular meetings/debriefs with all AFLS staff to promote holistic internal knowledge of achievements/issues
* Advocating for child clients including care and protection matters
* Working as part of a team in support Aboriginal victims survivors of family violence and sexual assault
* Ability to connect with and be trusted by local Aboriginal communities in order to have victims access AFLS services
* Working with Aboriginal communities to improve their understanding of Australian Law as it relates to family violence and abuse
* Inform communities when solicitors are proposing to visit and facilitate meetings where appropriate
* Work with Aboriginal communities in assisting them to develop their own solutions/solve their own problems and prevent family violence
* Participate in community meetings and raise the profile of the AFLS services
* Demonstrated passion for positive outcomes in the area of family violence
* Encourage community members to speak out about family violence
* Strong communication and people skills in dealing with a wide range of stakeholders across the government and private and community sectors
* Providing legal education to Aboriginal victims/survivors of family violence and sexual assault abuse using sensitivity and culturally appropriate behaviours, particularly in dealing with child victims of sexual assault and their families/carers
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| **Data Information and Knowledge** | * Use knowledge of relevant child protection agencies re referral of children at risk of sexual assault
* Ability to organise and facilitate training and community education programs
* Ability to provide referrals to survivors of Aboriginal family violence and abuse crisis, long term, group work for men, women and children
* Excellent understanding of family violence and sexual assault
* Well developed verbal, written communication skills
* Data collection and report writing
* Ability to advocate for the interests of victims/survivors of Aboriginal family violence and sexual assault
* Computer literacy in all AFLS hardware/software packages
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| **Strategy and Planning** | * Well developed organisational skills
* Attend meetings/workshops as required to assist in the development/refinement of AFLS strategies
* Contribute to the annual business planning process/outcomes regional feedback services
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| **Client and Market Focus** | * Have an understanding of issues faced by Aboriginal Australians living in remote, rural communities
* Providing community legal education that is adopted to suit the community group or individual(s)
* Providing one to one support to women, men and children survivors of family violence and sexual assault in identified high need services areas
* Providing telephone crisis support to Aboriginal victim survivors of sexual assault
* Increase awareness of AFLS programs
* Ensure the community is educated to understand the functions of AFLS and the relationship to police services
* Commitment to Aboriginalisation and other AFLS policies that can assist clients and improve their lives
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| **Leadership** | * Lead the knowledge of teaching Aboriginal and Torres Strait Islanders have customary law can co-exist with Australian Law and that it cannot override legal and human rights
* Willingness to undertake further and appropriate training in order to improve self and leadership of AFLS
* Ability to communicate confidentially and effectively with staff, Aboriginal client’s, government and non government organisations in representing AFLS
* Act with humility and integrity in dealing with clients and local Aboriginal communities to lead positive change through trust and respect
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| **Innovation, Quality and Improvement** | * Educate and mentor Aboriginal victims and survivors through improvement and community development activities
* Ability to work autonomously when required/appropriate and with a high degree of initiative
* Ability to be flexible, adaptable to meet the organisation’s needs and innovate processes that are consistent with AFLS principles and suit the needs of the region/clients
* Always act in accordance with AFLS standards/values
* Assist in the design/implementation of promotional and educational material and that sets new standards in conveying information to Aboriginal communities
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| **Success and Sustainability** | * Refer all requests for legal support to AFLS solicitors i.e. do not provide legal advice
* Ensure AFLS solicitors have input into the content of legal education programs to
* Comprehensive understanding of confidentially, the requirements of mandatory reporting and other relevant laws
* Successfully complete all required reporting to Regional Coordinator, CEO to meet funding body requirements and AFLS policy
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| **Self Leadership**Commitment to development of self | * Complete a performance and development plan for self with your manager.
* Complete all actions for self arising from performance and development plan within agreed timeframes.
* Review Position Description with your manager yearly to ensure it remains current.
* Create a goal that is important to you that will bring more balance to your work and life
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| **PARTNERSHIPS / COMMUNITY CONTRIBUTION** |
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| **Internal Relationships**Build & maintain regional local relationships | * Liaise daily with the AFLS solicitors to ensure appropriateness of interface with clients and briefings
* Update Regional Coordinator’s re
* Liaise with admin support to ensure timely turnaround of information
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| **External Relationships**Develop & maintain strong external relationships | * Deeply infiltrate local Aboriginal communities as a trust mentor to identify potential cases of Aboriginal family violence and sexual assault providing individuals and groups with the tools and support to act
* Build and maintain strong relationships with other local government and non government agencies to assist clients with referrals and speed of access to services
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| **LEVELS OF AUTHORITY** |
| This authority should be exercised in a responsible, legitimate and appropriate manner in the best ethical and commercial interests of the Company.This authority must not conflict with any CFI Policy Statements, Procedures or instructions. |
| Purchasing: |
| **Financial Authority** | * Nil
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| **Capital Expenditure** | * Nil
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| **Operational Expenditure** | * Nil
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| **Comments:** *(eg. Authorise to sign contract correspondence)** Recommendations to Regional Coordinator
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| **CAPABILITY PROFILE**– Required Background |
| **Formal Education / Certification** | **Essential*** Holds or is working towards relevant tertiary qualifications or has equivalent experience
* Holds a current unrestricted drivers licence
* National Police clearance
* Working with Children Card

**Desirable*** ‘F’ class driving endorsement (mini bus)
* Willingness to undertake further training to better themselves
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| **Work Experience & Years of Experience** | **Essential** * Experience in working with rural and remote Aboriginal communities
* Understanding of Aboriginal family violence issues and the effect on Aboriginal communities

**Desirable*** Specific experience in relation to the development and delivery of sexual assault training and education programs
* Specific experience in individual counselling to women, children victims/survivors of Aboriginal family violence and sexual assault
* Previous work in providing counselling and education
* Previous work in delivering education services to a diverse range of community groups
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| **Skills / Knowledge / Abilities Performance** | **Essential*** Demonstrated ability to work independently away from an office environment and as part of a broader team in the provision of AFSL’s
* Good communication skills – computer use and one on one with clients/solicitors
* Ability to provide leadership to Aboriginal people in remote and rural communities by way of advice on managing violence and sexual assault in their communities
* High level influencing skills
* Understanding law concerning family violence and AFLS duty of client confidentiality
* Must be hard working and well organised and committed about the area of work and the achievement of better outcomes for clients
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| **KEY PERFORMANCE INDICATORS** |
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| **Key Result Areas (KRA)** |
| * Regular and appropriate and timely communication internally/externally
* Superior case management in liaison with regional AFLS team
* Productive, efficient, well regarded contributor to the AFLS
* Trusted member of mentor to local Aboriginal communities
* Design (in liaison with Regional Coordinator’s/Solicitors) and implementation of appropriate community legal education material
* Sound and culturally sensitive counselling services provided to clients
* Demonstrated understanding of and appropriate reaction to local Aboriginal family violence and sexual assault issues
* Understands his/her role in AFLS
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| **Key Performance Indicators (KPI)** | **KPI Measure**  |
| Individual service valued by clients | Survey results 75 plus % ‘above average’ or higher |
| Ability to work as part of the AFLS team | Feedback to Regional Coordinators, CEO re team player |
| Ability to gain trust of the communities | Increase in service participation rate |
| On time, fit for work | Low sick leave usage |
| Data collection, report writing meets requirements and timely | CEO assessment against funding body/AFLS requirements |
| Participates positively in AFLS meetings/debriefs | RC feedback  |
| Positively promoting the service | Increase in participation rate (case load) |
| Providing appropriate advice to clients and referring at AFLS solicitors in a timely manner | AFLS solicitor feedback/case file documentation |
| Displaying appropriate knowledge of the law as it relates to Aboriginal family violence and sexual assault | As above |

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| **AUTHORISATION** |
| **Direct Manager:** |  |
| **Signature:** |  | **Date:** |  |

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| **Employee:** |  |
| **Signature:** |  | **Date:** |  |

***Distribution****:*

* *Employee’s Immediate Manager*
* *Regional HR Manager*
* *Employee*