**POSITION DESCRIPTION**

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

| **ORGANISATIONAL VALUES / BUSINESS EXCELENCE COMMITMENT** | |
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| * Your role with AFLS carries a responsibility to actively promote the following key organisational values | |
| **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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **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 |

| **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 |
| **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 |
| **Capital Expenditure** | * Nil |
| **Operational Expenditure** | * Nil |
| **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 | |
| **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 | |
| **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 | |
| **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 | | |
| **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*