



Queensland Indigenous Family Violence Legal Service

POSITION DESCRIPTION	
Position	Client Support Officer
Location	Based in Townsville
Main Group	Community & Legal
Organisational Relationship	Reports to Supervisory Solicitor and follows their directions
Organisational View	<p>Queensland Indigenous Family Violence Legal Service (QIFVLS) is a community based family violence prevention legal service that offers legal, practical support and casework services to Aboriginal and Torres Strait Islander victims/survivors of domestic and family violence and sexual assault. Services provided include:</p> <ul style="list-style-type: none"> • Legal advice, representation and court support • Early intervention and prevention • Information and referral services • Community legal education and engagement
Award / Classification Level	<p>Social, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010</p> <p>Level 1 – Level 3</p>
Position Responsibilities and Accountabilities	<ul style="list-style-type: none"> • Assist legal staff in providing a service that is culturally sensitive and responsive to the needs of clients. • Liaise with clients and the Solicitor in the provision of casework support, legal documentation and referrals, as required. • Complete and arrange file management duties in support of legal staff to enable them to focus on delivering legal services. • Ensure that relevant records and files are maintained to a high standard and that client confidentiality is maintained at all times. • Network and liaise with relevant community organisations, individuals, men's and women's groups, legal service providers, government departments, community justice groups and other relevant organisations enabling QIFVLS to promote and target service delivery effectively and appropriately. • Contribute and assist in developing culturally appropriate resources and promotional materials including brochures, posters and newsletters targeted at Aboriginal and Torres Strait Islander community members and also service providers. • Participate and assist in the facilitation of community legal education sessions to be conducted in communities and develop culturally appropriate methods and tools in order to facilitate and deliver community legal education as required. • Organise and present community education sessions using approved materials and presentations. • Attend courts and assist the solicitor in obtaining detailed instructions, both oral and written from clients, as directed by the solicitor.

Position Responsibilities and Accountabilities	<ul style="list-style-type: none"> • Provide court support to the client to assist effective legal service delivery. • Provide preliminary telephone assistance to clients (“information” not “advice”), including information about our service and referrals to other agencies as required. • Represent QIFVLS within the community as directed by attending and presenting at meetings, functions and forums in a manner consistent with QIFVLS’ role and objectives and its code of conduct. • Maintain the Stakeholder Directory, Stakeholder Management Plans, and Community Profiles Booklet with up to date service provider details and information. • Ensure accurate details are entered in the diary management system (M/S Outlook) and the File Register is maintained with up to date information to ensure efficient and effective teamwork and operations. • Ensure statistical data and relevant information is entered into CLSIS in accordance with the relevant procedure. • Extensive regular travel to deliver outreach services to remote communities. • Ensure established targets and standards are met as determined. • Assume other reasonable duties which might be determined by the Solicitor, Supervising Solicitor and/or Management.
Key Selection Criteria	<ul style="list-style-type: none"> • Certificate / Diploma in Social Welfare and/or Legal or equivalent experience. • Demonstrated experience, knowledge and sensitivity to the issues faced by indigenous people in remote communities, particularly with respect to issues surrounding family violence, sexual assault, family law, care and protection of children. • Knowledge of or the ability to rapidly acquire knowledge of the legislation and common law relating to: domestic violence, family violence, divorce and separation, child custody, sexual assault, criminal injuries compensation, police powers and court procedures, as required. • Demonstrated experience with community engagement models in order to achieve collaborative relationships within communities. • Demonstrated and well developed interpersonal communication skills, including negotiation and conflict resolution skills, and a strong focus on cultural protocols for Indigenous people. • Ability to use computer and relevant M/S Office programs such as Excel, Word and Outlook together with the ability to prepare travel plans and pre and post travel reports. • Highly motivated and organised with the demonstrated ability to work as a contributing member of a small multidisciplinary team. • A current Queensland driver’s license. • A current Working with Children Blue Card or ability to obtain one. • A willingness to undergo a criminal record check to achieve a National Police Certificate.

	<i>This position is an Aboriginal and Torres Strait Islander identified position in accordance with Sections 25, 104, 105 of the Anti-discrimination Act 1991</i>
Workplace Health and Safety	The employee shall comply, so far as is practicable, with the Workplace Health and Safety Act, Regulations, Codes of Practice and QIFVLS Workplace Health and Safety Policies and Procedures and must comply with instructions given by their Manager and/or Supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.

We have reviewed and agree that this is an accurate Position Description as of date of signing.

_____	_____	_____
<i>Name</i>	<i>Signature</i>	<i>Date</i>
_____	_____	_____
<i>Nicole Dent – HR Manager</i>	<i>Signature</i>	<i>Date</i>

Updated February 2015