POSITION DESCRIPTION

**Client Support Officer**

 **NORTH AUSTRALIAN ABORIGINAL FAMILY LEGAL SERVICE – ABORIGINAL CORPORATION**

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| Position Title: | Client Support Officer |
| Location: | Darwin |
| Salary: | NT SACS Award Salary packaging is offered. |
| Contact Officer: | Natalie Maher |
| Responsible to: | Practice Manager  |
| Closing Date: | 14 March 2016 |

Submitting your application

Your application must be received no later than 4.00pm on the advertised closing date. Late applications will not be accepted unless you have an agreement with the Practice Manager to submit your application after the closing date. Applications must include a copy of your resume / curriculum vitae and a document addressing both the Position Specific and Generic Selection Criteria.

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| **E-mail Address**  | nmaher@naafls.com.au |
| **Postal Address** | PO Box 43104Casuarina NT 0811 |
| **Hand Delivery****Address** | 32 Dripstone RoadCasuarina NT 0810 |
| **Phone enquiries** | (08) 8923 8200 |
| **Facsimile** | (08) 8927 5942 |

**North Australian Aboriginal Family Legal Service**

**(NAAFLS)**

NAAFLS is a government funded Aboriginal organisation and NACLC accredited

community legal service. We provide professional, comprehensive and culturally safe

assistance and advice to Aboriginal and Torres Strait lslanders living in remote Top End communities, and in particular, those who have been exposed to family violence and sexual assault.

NAAFLS is based in Darwin and Katherine and provides an outreach visiting service to 44 Communities in the Top End, including Wadeye, Borroloola, Lajamanu, Kalkarindji, Maningrida, Nhulunbuy, Galawinku, Milikapiti, Wurrumiyanga, Pirlangimpi, Angurugu, Alyangula, Numbulwar, Milyakburra, Jabiru, Oenpelli, Nauiyu, Yarralin, Timber Creek, Amanbidji, Ngukurr, Minyerri, Barunga, Beswick, Belyuen, Adelaide Rive and Pine Creek.

The primary focus of NAAFLS is to provide culturally appropriate assistance to Aboriginal and Torres Strait Islander adults and children who are victims of family violence, including sexual abuse. NAAFLS works in accordance to the Family Violence Prevention Legal Services “Operational Framework”. Services available to clients include:

1. Legal advice and casework assistance in areas relating to Family Violence, Care and Protection of Children, Victims of Crime Compensation, Family Law, Wills, Superannuation, Housing and Debt Management.
2. Information support and referral services.
3. Community Legal Education.
4. Family Violence initiatives.
5. Law Reform.

NAAFLS is seeking an enthusiastic and self-motivated person to join a challenging work environment. You will deal with a wide range of stakeholders across the public and private sectors and draw upon strong communication and people skills to achieve desired objectives.

PRIMARY RESPONSIBILITIES

1. Travel to remote communities for a period of up to 3 days, on a regular basis.
2. Proactively assist clients with non-legal matters including support, referral services, applications, appointments etc.
3. Liaise with agencies providing services for women, children and male survivors of family violence.
4. Collect statistical data and information on the incidence and nature of family violence.
5. Maintain electronic client files using Mfiles and CLSIS.
6. Participate in the development of systems to enable monitoring, evaluation and collection of statistical data.
7. Assist in the promotion of the service throughout the wider community
8. Contribute where appropriate to NAAFLS Annual Report, evaluations and other reports required by NAAFLS.
9. Participate in staff meetings, workshops and planning sessions as required.
10. Undertake cultural awareness and other training as directed.
11. Other duties as directed.

SELECTION CRITERIA

Position Specific Selection Criteria

1. Knowledge and experience in administrative procedures, including records management.
2. High level interpersonal, oral and written communication skills with demonstrated ability to be discreet and maintain confidentiality.
3. Sound organisational skills and proven ability to exercise initiative, determine workload priorities and complete tasks within required timeframes.
4. Demonstrated computing skills with proficiency in a range of relevant computer software applications and databases.
5. Demonstrated capacity to work under pressure and in a team environment.
6. The ability to work independently without supervision and as a team member.
7. Demonstrated experience in communicating effectively and sensitively with Indigenous people.
8. Ability to obtain a Police Clearance

GENERIC CAPABILITIES

1. Ability to think strategically
2. Ability to achieve results
3. Ability to develop productive working relationships
4. Demonstrated personal drive and integrity
5. Ability to communicate effectively
6. Strong computer skills