



JOB DESCRIPTION

Client Support Officer (Tennant Creek)

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| Location | Tennant Creek |
| Position Status | Casual or part-time |
| Hours of Work | To be negotiated between 8.30am - 5pm Monday to Friday. |
| Duration | The position is subject to satisfactory completion of a 6 month probationary period and is subject to ongoing funding. |
| Other Conditions | Due to the nature and requirements of this role, applicants are required to be female. |
| Apply Online | Apply via email to recruitment@cawls.org.au Aboriginal or Torres Strait Islanders are encouraged to apply. |

Salary and Conditions

- Award rates under the Social, Community, Home Care and Disability Services Industry Award will apply depending on experience.
- Generous salary sacrificing is available
- The employer pays superannuation at 12%.
- A supportive workplace dedicated to developing employee wellbeing and resilience.

Accountability

- The position reports to the Senior Management Team via the Tennant Creek Senior Lawyer.
- Ongoing Employment is subject to the satisfactory completion of a six month probationary period, which may be extended.

Our Values

Responsive and trustworthy • Inclusive and empowering • Collaborative and accountable

Agency Overview

Central Australian Women's Legal Service is a multi-disciplinary service delivering a holistic, culturally safe, trauma informed intensive service model across the Central Australia & Barkly regions.

Our services are available to all persons who identify as women, non-binary and gender diverse who have been adversely impacted by patriarchal structures and practices.

At CAWLS we aspire for a future where women and their children are safe, living with dignity and respect. Our purpose is to help women in Central Australia and the Barkly Regions with their legal matters and other interconnected issues; providing legal assistance, community legal education, and specialised support services for those affected by domestic violence.

Our objectives are:

- To provide free and confidential legal assistance and wrap-around support;
- To increase legal literacy and understanding through the provision of legal education;
- To enable professionals to identify, support and refer victims of domestic violence to appropriate services;
- To advocate for law and policy reform seeking changes beneficial to our clients.

CAWLS is funded by the Commonwealth Attorney-General's Department, the National Indigenous Australians Agency and the Northern Territory Government.



Primary Objectives of Role

- Provide culturally appropriate & accessible assistance and support services to CAWLS clients.
- Apply knowledge & understanding of Aboriginal and Torres Strait Islander communities in the Barkly.
- Assist CAWLS lawyers to ensure clients receive legal assistance in a culturally safe and respectful manner.
- Work collaboratively with the CAWLS team for the overall success of the service, enabling, educating and empowering women to better engage in the legal system.

Key Duties

The work of the Client Support Officer involves the following key duties:

- Assist clients and lawyers during advice clinics, outreach visits and at other locations as directed.
- Provide non legal support to CAWLS clients, including court and interagency support meetings.
- Facilitate assisted referrals and other services and support, based on the needs of the clients, including travel to and from appointments.
- Assist with legal administrative support.
- Participate in projects and activities contributing to the promotion of CAWLS such as stalls at community events.
- Collect & enter required data for internal data collection systems.
- Operate effectively and harmoniously as a member of the CAWLS team including back up support for the receptionist.
- Comply with the requirements of any applicable legislation relating to the legal practice.
- Report any Work Health Safety issues that may arise or come to attention in the work environment.
- Travel to Alice Springs for training purposes may be required from time to time.

The Client Support Officer will:

- Participate in regular supervision with the CAWLS senior management team.
- Undertake training/professional development in consultation with the CAWLS senior management team.
- Ensure file notes and data entry is completed in a timely manner.
- Ensure compliance with CAWLS policies and procedures.
- Maintain client confidentiality at all times.
- Attend regular staff meetings as required.
- Maintain a teamwork approach at all times.
- Administration and other relevant duties as directed by the Tennant Creek lawyers and CAWLS senior management team.

Selection Criteria

- Demonstrated skill, knowledge & behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way.
- Knowledge and understanding of the issues women face in seeking access to justice particularly indigenous women and those whose first language is not English.
- Well-developed oral and written communication skills including the ability to communicate effectively with a diverse range of cultural and social groups.



- Demonstrated ability in the use of computer software programs in particular MS Word & MS Excel and Outlook.
- Demonstrated ability to show initiative and problem solving skills.
- Demonstrated understanding of the issue of confidentiality and ability to be discreet.
- Proven capacity to work as a member of a small team within a diverse environment.
- Personal commitment to reflection and self-care to build resilience and minimise the impact of vicarious trauma.
- Current NT Driver's License, NT Ochre Card & Criminal History check (or the ability to obtain)

Desirable

- Current manual drivers licence or the ability to obtain.
- Experience working with Aboriginal people and in remote environments.
- Understanding of conflict in a legal environment.
- Previous experience in a Community Legal Service.

Information for Applicants

All Cawls staff and volunteers are required to:

- Support and demonstrate Cawls values and ethics
- Act at all times in accordance with Cawls Code of Conduct, confidentiality agreement and policies which may be amended from time to time.
- Comply with Cawls Work Health Safety Policies and practices
- Support a child safe organisation, undertake a police check prior to commencement and hold a current NT ochre card at all times

Information for Applicants / How to Apply

The application should include a cover letter to address the selection criteria, a detailed resume/CV, and two referees.

Apply via email to recruitment@cawls.org.au, using the subject line, 'Tennant Creek client support officer'.

For more information contact: Alice de Brenni
CAWLS Business Manager
(08) 8952 4055