

## JOB DESCRIPTION

### Tennant Creek Receptionist/Support Worker

<b>Location</b>	Tennant Creek
<b>Position Status</b>	Full-Time (Part-time will be considered)
<b>Hours of Work</b>	Monday to Friday (8.30am – 5pm)
<b>Duration</b>	12 month contract subject to satisfactory completion of a 6 month probationary period and subject to ongoing funding.
<b>Other Conditions</b>	Due to the nature and requirements of this role, applicants are required to be female.
<b>Applications</b>	Apply via email to <a href="mailto:recruitment@cawls.com.au">recruitment@cawls.com.au</a> 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%, four weeks annual leave plus an extra two weeks well-being leave, 12 days personal leave and other leave as per National Employment Standards.
- A supportive workplace dedicated to developing employee wellbeing and resilience.

#### Accountability

- The position reports to the Senior Management Team under supervision of the Practice Manager.
- Employment is subject to the 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 inter-connected 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

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- Front of House/Receptionist & Client Support assistance
- Provide administrative and other types of support to other staff in the CAWLS Tennant Creek Office including assistance with maintaining the working environment.
- Assist CAWLS lawyers to ensure clients receive legal assistance in a culturally safe and respectful manner.
- Provide culturally appropriate non-legal support services to CAWLS clients.
- 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

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The work of the *Tennant Creek Receptionist & Support Worker* involves the following key duties:

- Front of House/Reception duties including answering telephone & greeting clients attending the office & ensuring the office is opened and closed securely each day.
- Support the legal team with general administration duties as directed which may include a variety of tasks.
- Assist with the daily operations of the Tennant Creek office.
- Assist clients and lawyers to prepare and during advice clinics, outreach visits and at other locations as directed.
- Provide non legal support to CAWLS clients, including at court ensuring client safety is prioritised at all times.
- Facilitate assisted referrals and other services and support, based on the needs of the clients, including assisted travel to and from appointments.
- 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 ensuring file notes and data entry is completed in a timely manner & provide data reports when requested.
- Establish and maintain accurate client files in line with standards, privacy principles and CAWLS procedures.
- Comply with the requirements of any applicable legislation relating to the legal practice.
- Provide first aid in accordance with training and oversee compliance & ordering of first aid supplies in the TC office & vehicles.
- Report any Work Health Safety issues that may arise or come to attention in the work environment.

The Support Worker will:

- Participate in regular supervision with the CAWLS Management Team.
- Undertake training/professional development in consultation with the CAWLS Management Team. *Travel to Alice Springs for training purposes may be required from time to time.*
- 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.
- Undertake administration and other relevant duties as directed by the Tennant Creek lawyers and CAWLS Management.

### Selection Criteria

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- Formal qualifications are not required for this position however previous experience working in an office environment is a requirement including:
  - Demonstrated ability in the use of computer software programs in particular MS Word & MS Excel and Outlook.
  - Well-developed oral and written communication skills including the ability to communicate effectively with a diverse range of cultural and social groups.
  - Excellent attention to detail and written skills when communicating with others, both internally within the organisation and externally
  - Accomplish objectives effectively within time frame given and carry out administrative duties in an efficient and timely manner.
- Current NT Driver's License, NT Ochre Card & Criminal History check (or the ability to obtain)
- 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.
- Demonstrated understanding of the issue of confidentiality and ability to be discreet.
- Demonstrated ability to show initiative and problem solving skills.
- Proven ability to work both autonomously and as part of a team; willingness to assist and support others as required and get on with team members including taking direction from legal practitioners.
- Personal commitment to reflection and self-care to build resilience and minimise the impact of vicarious trauma.

### Desirable

- First Aid certificate
- Experience working with Aboriginal people and in remote environments.
- Previous experience in a Community Legal Service and understanding of conflict in a legal environment.

### Information for Applicants

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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 resume/CV, and two referees.

Apply via email to [recruitment@kawls.com.au](mailto:recruitment@kawls.com.au), using the subject line, 'Tennant Creek Receptionist/Support Worker'.

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