



## #091221 - JOB DESCRIPTION

### Client Support Worker (Alice Springs)

<b>Location</b>	Alice Springs
<b>Position Status</b>	12 months full-time (may be ongoing, subject to funding)
<b>Hours of work</b>	8.30am – 5pm Monday to Friday
<b>Duration</b>	The position is subject to satisfactory completion of a 6 month probationary period.
<b>Other Conditions</b>	Due to the nature and requirements of this role, applicants are required to be female. The position is subject to ongoing funding. Aboriginal or Torres Strait Islander women are encouraged to apply
<b>Apply Online</b>	<a href="https://applynow.net.au/jobs/091221">https://applynow.net.au/jobs/091221</a>

#### 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 11%.
- A supportive workplace dedicated to developing employee wellbeing and resilience.

#### Accountability

- The position reports to the Senior Management Team.
- 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.

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**

---

- Provide culturally appropriate & accessible assistance and support services to CAWLS clients.
- Assist CAWLS lawyers, Financial Counsellor and other workers to ensure clients receive 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 Client Support Worker will be proactive in their work, working in partnership with colleagues and clients from a strengths based perspective including 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 with Centrelink & housing applications, facilitate assisted referrals and other support, based on the needs of the clients, including travel to and from appointments.
- Provide non legal support to CAWLS clients, including at interagency support meetings.
- Facilitate access to CAWLS legal, Financial Counselling and other services.
- Assist clients to access assistance from other services such as emergency housing, food vouchers etc.
- Establish and maintain accurate client files in line with standards, Privacy Principles and CAWLS procedures.
- Collect & enter required data for internal data collection systems.
- Report any Work Health Safety issues that may arise or come to attention in the work environment.
- Support the administration team in front of house/general administration duties when required/tasked to do.
- Participate in projects and activities contributing to the promotion of CAWLS.
- Comply with the requirements of any applicable legislation relating to the legal practice
- Other duties as directed.

The Client Support Worker will also:

- Actively participate in regular supervision and team meetings.
- Provide statistics and reports as requested.
- Participate in staff development and in-service training as required.
- Ensure compliance with CAWLS policies and procedures.
- Maintain client confidentiality at all times.
- Maintain a teamwork approach at all times.

---

**Selection Criteria (Essential)**

---

- Understanding of cross cultural awareness and sensitivity and ability to work effectively with culturally diverse people.
- 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.
- Well-developed interpersonal and relationship management skills with the capacity to work as a member of a team and ability to liaise with stakeholders in a confident and professional manner.
- Demonstrated skills in administration and computer literacy including Microsoft Word & Excel, Outlook email and database entry.
- 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) & current COVID19 vaccination.

*(As per the recent announcement from the NT's CHO and in line with CAWLS Workplace Policy, all workers are required to be fully vaccinated against COVID-19 by 24 December 2021.)*

---

**Desirable**

---

- Experience working with Aboriginal people and in remote environments.
- Previous experience as a Financial Capability Worker.
- Previous experience in a Community Legal Service.
- Current manual drivers licence.

---

**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
- 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 online via <https://applynow.net.au/jobs/091221>

For more information contact: Alice de Brenni  
CAWLS Business Manager  
(08) 8952 4055  
[recruitment@cawls.org.au](mailto:recruitment@cawls.org.au)