



TOP END WOMEN'S LEGAL SERVICE INC.

FREE LEGAL ADVICE FOR WOMEN

Advice | Information | Referral | Advocacy

A | 2/17 Lindsay Street, Darwin NT 0801
P | GPO Box 1901, Darwin NT 0801
ABN | 42 830 944 178

T | (08) 8982 3000 or 1800 234 441
F | (08) 8982 3009
E | admin@tewls.org.au

Client Support Officer (TVHEVP)

POSITION TITLE:	Client Support Officer (TVHEVP)
REPORTING TO:	Chief Executive Officer
CLASSIFICATION:	SCHADS Level 2.1 – 3.4, plus 10% superannuation (\$57,532.28 - \$68,953.04)
POSITION BASIS:	Full-time (38 hours per week)

ABOUT TEWLS

The Top End Women's Legal Service (**TEWLS**) is a high-achieving, not-for-profit, specialist women's legal service providing free legal services for women in the Top End of the Northern Territory. Our purpose is to advocate to achieve justice for women, to promote women's human rights, and to redress inequalities experienced by women.

TEWLS provides high quality, holistic, trauma-informed and culturally secure legal assistance to women living in the Greater Darwin region, including legal information and referral, legal advice, casework and representation (litigation). Our areas of legal practice are family law and civil law, including domestic and family violence, sexual violence, victims of crime compensation, tenancy, credit and debt, discrimination, complaints, superannuation and estates, and employment law.

TEWLS also provides community legal education and input on law and policy development to build government and community capacity to work towards deeper legal and cultural change to redress power imbalances and address violence and gender inequality.

TEWLS provides a vital role for women in the Top End. At an individual level, the service responds to and facilitates women's experiences and realities, with specialist and responsive legal services. At a systemic level, client's collective experiences establish a salient foundation and platform for informed service advocacy and calls for systemic improvement and change.

In 2021, TEWLS was invited to participate in the Commonwealth Department of Social Services' Temporary Visa Holders Experiencing Violence Pilot (the **Pilot**). The Pilot includes the provision of legal advice and support on migration matters and related legal issues, including family law. The Pilot is currently funded for a period of two years until 30 May 2023.

POSITION SUMMARY

Under the supervision of the TEWLS Chief Executive Officer and in collaboration with the Pilot Lawyer, the Client Support Officer will assist in the day-to-day operations of the Pilot, including

working directly with clients to support positive outcomes for temporary visa holders and women without visas escaping violent relationships, and liaising with Pilot stakeholders and partners. The Client Support Officer will provide high quality and culturally appropriate administrative and customer service support to the service and its client base, critical to the successful running of the Pilot and more broadly, TEWLS.

The Client Support Officer will have key responsibilities to provide practical day-to-day direct support to Pilot clients, promote the Pilot and TEWLS as a service provider, and establish and maintain collaborative relationships beneficial to the Pilot's client base and TEWLS. Critically, the Client Support Officer will have the skills and/or capacity to upskill to sensitively take instructions from clients who have experienced and/or are experiencing domestic, family and sexual violence, child sexual abuse and other forms of discrimination and abuse by way of trauma-informed best practice principles and provide limited information and referral options within a trauma-informed framework.

The provision of community legal education (**CLE**) workshops, service promotion, as well as organisational and administrative responsibilities are additional components of this position.

KEY RESPONSIBILITIES

1. Service administration and client support

- 1.1. Working in collaboration with the TEWLS Pilot Lawyer to build respectful, positive, and professional relationships with Pilot clients to ensure that their respective needs are met.
- 1.2. Working directly with Pilot clients to provide practical support to address identified issues, including non-legal matters contributing to legal matters, as well as providing assistance to navigate and access essential services such as preparing for legal appointments, transportation and accompaniment to appointments, and completion of forms as required.
- 1.3. Providing efficient and effective customer service to clients, including making client bookings and contributing to the maintenance of the TEWLS electronic office diary.
- 1.4. Sensitively taking instructions from clients who have experienced domestic, family and sexual violence, child sexual abuse and/or other forms of discrimination and abuse, and provide support, advice and referral options within a trauma-informed framework.
- 1.5. Undertaking all interactions with clients and colleagues in a culturally sensitive manner and with particular sensitivity towards cultural and linguistic diversity.

2. Community legal education

- 2.1. In collaboration with the TEWLS Pilot Lawyer, planning and delivering CLE workshops and associated materials, as required.

3. *Stakeholder engagement and service promotion*

- 3.1. Representing TEWLS in a variety of public forums to promote the work of the service, including network meetings and consultations.
- 3.2. Developing and maintaining relationships with key stakeholders to deliver outreach services to the community and assist in service promotion, with a focus on working in an integrated and collaborative manner.

4. *Organisational responsibilities*

- 4.1. Accurately capturing all legal and non-legal service data through TEWLS' internal data and file management systems.
- 4.2. Communicating effectively with team members to ensure that all relevant information is shared.
- 4.3. Attending regular TEWLS staff meetings and planning day sessions as required.
- 4.4. Participating in regular performance discussions and development reviews.
- 4.5. Ensuring compliance with TEWLS' policies and procedures.
- 4.6. Undertaking personal administrative duties within TEWLS as required.
- 4.7. Such other projects, activities and duties that may be determined in collaboration with the TEWLS Chief Executive Officer.

REQUIREMENTS

SELECTION CRITERIA

Essential:

1. A commitment to promoting the interests of women.
2. An understanding and commitment to working in a trauma-informed framework.
3. Demonstrated resilience in working with clients who are experiencing or have experienced traumatic events.
4. Demonstrated ability to work with people from a range of backgrounds, including culturally and linguistically diverse persons, people from refugee or migrant backgrounds, and Aboriginal and Torres Strait Islander persons.
5. Demonstrated ability to deliver high quality customer/client service, including experience with supporting people in areas such as health and well-being.
6. Demonstrated ability to perform and interact as an efficient and productive team member, whilst taking direction from the TEWLS Chief Executive Officer as required.
7. High level verbal and written communication skills.
8. Proven strong level of initiative and organisational abilities, including time management skills and the ability to prioritise in a pressured environment.
9. Ability to deal with confidential and sensitive issues with discretion and integrity.
10. Holder of a current driver's licence.
11. Aptitude in using Microsoft computers and Microsoft Office programs (such as Word and Excel) necessary to complete required tasks.
12. Ability to provide a National Criminal History Check and obtain a Northern Territory Ochre Card, or already have these, if required.

Desirable:

1. Certificate III in Community Services, or similar community related qualifications.
2. An understanding of domestic, family and sexual violence through a gendered violence lens.

3. Demonstrated experience in a legal environment, including data entry and electronic filing management systems.
4. Knowledge of services for women and children in the NT, including legal and non-legal support services.