



Agency	Northern Territory Legal Aid Commission	Work unit	Social Support Practice
Job title	Practice Lead - Social Support	Designation	Senior Professional 1 (SP1)
Job type	Full Time	Duration	2 years
Salary	\$123,559 - \$138,034 plus Superannuation (salary packaging options available)	Location	Darwin
Position number	Supernumerary	Closing	4pm Thursday, 20 October 2022
Contact Officer	Leeanne Morris, Human Resources Manager on 89993000 or recruitment@legalaid.nt.gov.au		
About the agency	www.legalaid.nt.gov.au		
Apply online	Please submit applications to recruitment@legalaid.nt.gov.au		

Information for applicants

To be considered for this position, applicants must attach a resume and a statement addressing the selection criteria (maximum 2 pages).

Inclusion and diversity

NT Legal Aid values diversity. We encourage people from all diversity groups to apply for vacancies and accommodate people with disability by making reasonable workplace adjustments.

Context statement

The Northern Territory Legal Aid Commission 'NT Legal Aid' is an independent statutory authority established under the *Legal Aid Act 1990*. Its purpose is to ensure that people in the Northern Territory understand their legal rights and disadvantaged people have access to quality legal services, and to uphold a fair Northern Territory and national justice system.

NT Legal Aid's strategic goals include to seek opportunities for new ways to deliver services more efficiently and effectively, and to meet emerging and existing legal needs. In pursuing this goal, NT Legal Aid is developing a trauma informed approach to client service delivery and has employed Social Support Workers in distinct roles within legal practices and regions across NT Legal Aid offices. Social Support Workers provide individualised support and referral services to vulnerable clients in the area of practice in which they are embedded, including crime, youth justice, family law, child protection and domestic violence.

This exciting new role has been created to enhance NT Legal Aid's effectiveness in delivering trauma informed social support services to clients and to lead the development and implementation of frameworks to facilitate the provision of high quality trauma informed services to a diverse client base, within the Northern Territory legal framework.

Primary objective

Under the supervision of the Deputy Director, the Practice Lead – Social Support will lead NT Legal Aid's Territory wide Social Support Practice and facilitate the provision of high quality trauma informed services to a diverse client base.

The Practice Lead – Social Support will also model leading operational practice in the social support program space; monitor, evaluate and report on the services delivered; foster and drive a positive work place culture; and develop a program modelled on best practice.

This role will include the ongoing review and development of frameworks, policies and procedures, at an operational level including service provision, employee development, data collection and evaluation.

Key duties and responsibilities

1. Provide high quality strategic leadership at an organisational level to support NT Legal Aid in the performance of its duties and to ensure that NT Legal Aid remains proactive and responsive in meeting the needs of vulnerable people in the Northern Territory.
2. Provide high quality leadership and guidance generally and in particular to Social Support Workers, including oversight of workloads, providing effective clinical supervision and ensuring appropriate professional development.
3. Review, develop and implement Territory wide strategic projects, and practice management procedures, policies and standards that support and improve the delivery and quality of Social Support Worker services within a legal framework including:
 - a. Client intake and referral pathways
 - b. Trauma informed service delivery by legal and non-legal staff
 - c. Culturally appropriate service delivery
 - d. Protocols and Procedures for dealing with client information
 - e. Training and capacity building for lawyers and support workers as relevant to the role
 - f. Data collection and reporting.

4. Through consultation with managers and similar services, and with knowledge of best practice, identify and implement an optimal management structure within a legal framework for Social Support Workers within their respective teams, including the management of staff performance and training and development.
5. Establish processes that ensure organisational sustainability as well as internal and external accountability.
6. Provide leadership and advice to the NT Legal Aid and other internal and external stakeholders on strategy, policy, law reform proposals, emerging issues and other priorities relating to NT Legal Aid's clients and operations.
7. Represent NT Legal Aid as required in relation to practice, policy and strategic matters.
8. Develop and maintain strong and productive relationships with a diverse range of internal and external stakeholders, and relevant networks to improve outcomes for clients and inform the direction of, and improve practices by, NT Legal Aid.
9. Contribute to the development and implementation of NT Legal Aid's broader strategies and service delivery planning to promote excellence and innovation in service delivery.

Selection criteria

Essential

1. A degree in social work and eligibility for membership of the Australian Association of Social Workers.
2. Significant social work practice and leadership experience as a qualified Social Worker and in assisting vulnerable clients who may be experiencing, or be affected by trauma, domestic and family violence, homelessness, mental health conditions, cognitive impairment or disabilities.
3. Proven ability to develop and implement strategic projects and practice management procedures, policies and standards that support and improve the delivery and quality of social work services.
4. Proven management and clinical and professional supervision experience, including an ability to support a trauma informed and ethical team.
5. Training and experience in implementing or overseeing a trauma informed approach across an organisation.
6. Excellent interpersonal and communication skills with a demonstrated ability to engage and build collaborative relationships with a range of internal and external stakeholders, and to communicate effectively and respectfully with people from diverse backgrounds.
7. Experience in providing leadership and advice to executive management and others on operational innovation, strategy, policy and emerging issues.
8. Demonstrated understanding of the issues affecting diverse communities in the Northern Territory legal system, including people with a mental illness, people with disability and people from culturally diverse backgrounds.
9. An understanding of the issues affecting the disproportionate involvement of First Nations people in the legal system, including a demonstrated empathy and sensitivity to First Nations people, history and culture.
10. Commitment to legal aid values and an understanding of Northern Territory justice issues and the legal assistance sector.
11. Current Northern Territory Driver's Licence.

Desirable

1. Experience working in the legal assistance sector; in training or adult education; in project management or in evaluation.
2. Experience working in NT rural and remote or similar settings.

Additional Position Requirements

- The successful applicant will be required to hold a current Working with Children Clearance notice and undergo a criminal history check. A criminal history will not exclude an applicant from this position unless it is a relevant criminal history.
- This position requires travel including by car and light aircraft.