

Duty Statement

Agency	Legal Aid NT	Work unit	Social Support Practice
Job title	Manager, Social Support	Designation	Senior Professional 1 (SP1)
Job type	Full Time	Duration	2 Years
Salary	\$128,551 - \$143,611 plus Superannuation (salary packaging options available)	Location	Darwin
Position number	043942	Closing	10am Friday, 10 January 2025
Contact Officer	Human Resources on 08 8999 3000 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, a statement addressing the selection criteria (maximum 2 pages), and copies of your tertiary qualifications.

Inclusion and diversity

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

About Legal Aid NT

Legal Aid NT is an independent statutory authority established under the *Legal Aid Act 1990* (NT). Our 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.

Legal Aid NT'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, Legal Aid NT 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 Legal Aid NT 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.

Primary objective

Under the supervision of the Associate Director - Client Services, this position will lead Legal Aid NT's Territory wide Social Support Practice and facilitate the provision of high-quality trauma informed services to a diverse client base.

The Manager, Social Support will lead the monitoring, evaluation and reporting; on the services delivered; foster and drive a positive workplace culture; and develop a program modelled on best practice.

This role will include the ongoing review, development and implementation 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 people involved in the justice system 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. Procedures for dealing with client information.
 - e. Training and capacity building for lawyers and support workers as required.
 - f. Data collection and reporting.
4. Through consultation with managers and similar services, and with knowledge of best practice, continue to develop and refine the management and support structure within Legal Aid NT for Social Support Workers, with particular attention to the nuanced needs within the different Legal Practice Areas, including the management of recruitment, 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 Legal Aid NT and other internal and external stakeholders on strategy, policy, law reform proposals, emerging issues and other priorities relating to Legal Aid NT's clients and operations.
7. Represent Legal Aid NT 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 Legal Aid NT.
9. Contribute to the development and implementation of Legal Aid NT policy, work practices, broader strategies and service delivery planning to promote excellence and innovation in service delivery.

Selection criteria

Essential

1. A degree in social work, psychology or community welfare with significant practice and skills experience and eligibility for membership to a professional body as appropriate.
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 people management and clinical and professional supervision experience, including an ability to influence and support a trauma informed and ethical practice team environment.
5. Training and experience in implementing or overseeing a trauma informed, person centred 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, in particular, people from culturally diverse backgrounds, those with a mental illness, and people with disability.
9. Demonstrated experienced in working with Aboriginal people in urban and remote contexts
10. An understanding of the issues affecting the disproportionate involvement of First Nations people in the legal system, including a demonstrated empathy and sensitivity to Aboriginal people, history, and culture.
11. Commitment to legal aid values and an understanding of Northern Territory justice issues and the legal assistance sector.

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.

Further Information

- The successful applicant will be required to obtain and hold a 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.
- The successful application must hold a current NT 'C' class driver's licence or the ability to obtain as per the requirements of the NT Motor Vehicle Registry (MVR) Road Users' Handbook.
- This position is required to travel between various office locations, including regional locations by car and light aircraft.