

Client Support Officer

POSITION TITLE:	Client Support Officer
REPORTING TO:	Client Support Lead
CLASSIFICATION:	AO4 (base level SCHaDS Level 3), plus 11.5% superannuation (\$75,091.00 - \$85,611.00)
POSITION BASIS:	Full-time (38 hours per week) or 0.8 FTE preferred. 6-month contract

ABOUT TEWLS

The Top End Women's Legal Service ('TEWLS') is a not-for-profit, specialist women's legal service focused on the advancement of women's rights. We provide integrated, holistic, trauma-informed, and culturally secure free legal and support services to women and non-binary people living in the Top End of the Northern Territory (primarily, the Greater Darwin region). We are an accredited community legal centre and a member of Women's Legal Services Australia.

TEWLS provides legal and support services in the areas of family, migration and civil law, with specific expertise held in respect of domestic, family and sexual violence ('DFSV'). As a specialist DFSV legal service, our multidisciplinary team provides legal advice, casework and representation (litigation), legal information and referral, and wraparound support services to our clients, with expertise in assisting clients with intersectional vulnerabilities, including Aboriginal and Torres Strait Islander women, culturally and linguistically diverse women, migrant women, women experiencing DFSV, women with a disability, and women experiencing financial disadvantage. Our client-centred practice model maintains a significant DFSV and family law legal practice, as well as migration law and an extensive civil law practice including in areas of tenancy and public housing, discrimination, sexual harassment, consumer law, complaints, child protection, 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.

In 2025, TEWLS is expanding our service capacity to provide legal and support services to more women than ever before across the Top End.

POSITION SUMMARY

This is a newly created role offered as a six-month contract position.

Under the supervision of the TEWLS Client Support Lead, the Client Support Officer will work within TEWLS' client support practice, with focus on enhancing TEWLS' integrated services to women and non-binary persons, including but not limited to DFSV safety planning, systems navigation assistance, and social supports. The Client Support Officer will work alongside legal and client support staff to provide high quality, culturally secure and holistic legal services, working directly with clients to support positive outcomes and liaising with service stakeholders and partners.

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 DFSV, 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.

As part of TEWLS' growing structure, the Client Support Officer will receive support and training to aid their development whilst working towards the service's purpose of facilitating access to justice for women. Organisational and administrative responsibilities are also a component of this position.

KEY RESPONSIBILITIES

1. Client support

- 1.1. Providing wraparound social support services to TEWLS clients both in-house and at service outreach locations, including, but not limited to, DFSV safety planning, legal health check assessments, systems navigation assistance, and social support services, complementary to TEWLS' Legal Practice.
- 1.2. Performing client intake, including capturing and triaging enquiries from new and returning TEWLS clients received via phone, email and/or warm referral from referral agencies, making client appointments, and facilitating referrals to other agencies/service 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. Liaising with clients and agencies to obtain all necessary documents and information to enable effective provision of legal advice and/or assistance.
- 1.5. Assisting acquire and/or maintain strong working relationships and knowledge of stakeholder roles and services available to clients.

1.6. Sensitively taking instructions from clients who have experienced DFSV, child sexual abuse and/or other forms of discrimination and abuse, and provide support, advice and referral options within a trauma-informed framework.

2. *Community legal education*

2.1. In collaboration with the TEWLS Legal Practice and/or Client Support Practice, assisting in the planning and delivery community legal education (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. Assisting to develop and/or maintain 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.

3.3. Providing advice and support to other TEWLS staff in the planning and delivery of community-based activities.

4. *Organisational responsibilities*

4.1. Accurately capturing all legal and non-legal service data through TEWLS' internal data and file management systems.

4.2. Attending regular TEWLS staff meetings and planning day sessions as required.

4.3. Undertaking ongoing professional development in accordance with TEWLS' policies and procedures, and in consultation with allocated supervisor/s.

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 Client Support Lead, Chief Executive Officer and/or Principal Lawyer.

REQUIREMENTS

1. Certificate III in Community Services, or similar community related qualifications and/or experience.

SELECTION CRITERIA

Essential:

1. An understanding of legal issues facing women in the Northern Territory, including barriers to justice, particularly Aboriginal and Torres Strait Islander women, culturally and linguistically diverse (CALD) women, migrant women, and women experiencing DFSV.
2. A commitment to promoting the interests of women.
3. An understanding or capacity to develop an understanding and commitment to working in a trauma-informed framework.
4. Resilience in working with clients who are experiencing or have experienced traumatic events.
5. Ability and/or capacity to communicate sensitively and effectively with a wide range of stakeholders in a confident and respectful manner including culturally and linguistically diverse persons, and Aboriginal and Torres Strait Islander persons.
6. Ability to deliver high quality customer/client service, including experience with supporting people in areas such as health and well-being.
7. Ability to perform and interact as an efficient and productive team member and use initiative whilst under the supervision of the TEWLS Client Support Lead.
8. High level verbal and written communication skills.
9. Proven initiative and organisational abilities, including time management skills and the ability to prioritise in a pressured environment.
10. Commitment to professional and personal development, and willingness to develop further professional skills relevant to the workplace.
11. Ability to deal with confidential and sensitive issues with discretion and integrity.
12. Holder of a current open driver's licence.
13. Aptitude in using Microsoft computers and Microsoft Office programs (such as Word and Excel) necessary to complete required tasks, and a willingness to perform administrative duties, as required.

14. Ability to provide and/or obtain a Northern Territory Ochre Card.

Desirable:

1. An understanding of DFSV violence through a gendered violence lens.
2. Demonstrated experience in a legal environment, including data entry and electronic filing management systems.
3. Knowledge of services for women and children in the NT, including legal and non-legal support services.
4. Relevant experience in the development and delivery of community legal education, law reform and lobbying will be highly regarded.
5. Demonstrated language skills other than English will be highly regarded.