

Duty Statement

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| Agency | Legal Aid NT | Work unit | Social Support |
| Job title | Client Support Case Worker (Adult) | Designation | Administrative Officer 5 (AO5) / Professional 2 (P2) |
| Job type | Full time | Duration | 2 Years |
| Salary | \$88,297 - \$107,554 plus Superannuation (salary packaging options available) | Location | Alice Springs |
| Position number | 040420 | Closing | 4pm Tuesday, 22 April 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.

Primary objective

Under the supervision of the Manager - Social Support and in collaboration with the Managing Solicitor of the Alice Springs office, the Client Support Case Worker provides individualised support and referral services to vulnerable clients engaged with the legal practices of Legal Aid NT, to ensure they receive appropriate non-legal support services.

Key duties and responsibilities

1. Manage an intensive case load and undertake effective case work and case planning with individuals engaged with the legal practices of Legal Aid NT, primarily individuals facing criminal charges.
2. Identify and provide support services to clients including making assisted referrals to relevant external support services.
3. Ensure that services are tailored to the needs of clients from diverse cultures, communities and circumstances, in particular Aboriginal and Torres Strait Islander clients, those from CALD communities, and clients with disabilities.
4. Engage in advocacy that aligns with Legal Aid NT's purpose of upholding a fair justice system in the NT.
5. Work alongside lawyers to develop plans of support, undertaking risk assessment and safety plans with clients, prepare casework letters of support and collaborate with other stakeholders to assist with client engagement.
6. Work collaboratively and develop relationships with relevant key stakeholders that assists with connecting clients to relevant services to address their support needs.
7. Maintain high standards in report writing, electronic record keeping, and file maintenance and quality assurance in service delivery as well as reporting on project outcomes.
8. Work collaboratively with both social support team and legal team members across Legal Aid NT in reviewing practice and further developing policy and procedures.
9. Participate in team meetings, learning and professional development and regular practice supervision.
10. Other duties as required.

Selection criteria

Essential

1. A degree in social work or a related discipline which provides eligibility for membership of the Australian Association of Social Workers, the Australian Community Workers Association, the Australian Psychological Society or equivalent of a minimum of five years direct practical experience working with high-risk individuals and their families in case work.
2. Knowledge and understanding of contemporary Aboriginal and Torres Strait Islander culture and the issues affecting many Aboriginal and Torres Strait Islander people, their families and communities living in the NT.
3. Significant experience in providing holistic case work from a trauma-informed, person-centred model that emphasises self-determination.
4. Experience in advocating for the needs of vulnerable clients, including work within the National Disability Insurance Scheme (NDIS), health, housing and welfare systems.
5. Demonstrated understanding and awareness of cross-cultural issues and experience in facilitating and enhancing culturally safe practice.

6. Highly developed oral and written communication skills including an ability to communicate with vulnerable people including from Aboriginal and Torres Strait Islander, refugee, and migrant backgrounds.
7. Demonstrated ability to maintain client confidentiality and illustrate an awareness of the issues relating to client confidentiality, responsibilities of mandatory reporting and privacy within the community and a legal practice work environment.
8. Proven ability to communicate, liaise and network effectively with individuals and groups, as well as professionals and representatives from relevant key government and non-government agencies.
9. Proven ability to operate as a professional team member and manage competing priorities, with a demonstrated history of contributing to a safe, collaborative, and friendly workplace culture.
10. Commitment to Legal Aid values, social justice principles and a working understanding of the Northern Territory's legal system, including its impact on accused persons, justice issues, and the legal assistance sector.

Desirable

1. Experience in the delivery of community education.

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.