

Duty Statement

Agency	Legal Aid NT	Work unit	Social Support
Job title	Client Support Case Worker (Youth)	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	040303	Closing	4pm Thursday, 12 February 2026
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 of Social Support and Managing Solicitor of the Alice Springs office, the Client Support Case Worker provides individualised support and referral services to young people before the youth justice court, or involved with the civil service, 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 young people facing criminal charges or receiving services from the civil lawyer.
2. Identify and provide support services to young people and their families, including making assisted referrals to appropriate external support services, and where appropriate deliver legal education and awareness to young people, their families and support networks.
3. Ensure that services are accessible and meet the needs of young people 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 youth justice system in the NT.
5. Work alongside lawyers to develop plans of support, undertake risk assessments, and develop safety plans with clients, prepare case work 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 the Practice Lead and other social support 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 OR a minimum of five years direct practical experience working with children, young people 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 young people and their families living in the NT.
3. Experience in providing holistic case work with young people, 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.