



## North Australian Aboriginal Justice Agency

### Duty Statement

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**POSITION:** CLIENT SERVICE OFFICER – CRIMINAL SECTION

**LOCATION:** KATHERINE

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#### POSITION OVERVIEW

The North Australian Aboriginal Justice Agency Ltd (NAAJA) aims to empower Aboriginal people and advance the interests and aspirations of the Aboriginal community through the provision of a comprehensive range of legal and support services throughout the Top End of the Northern Territory with offices in Darwin, Palmerston and Katherine.

The Criminal Law Section of NAAJA represents clients in criminal law matters and the successful person will assist legal staff with the preparation of legal documents and correspondence, reports and other documents, and with the administration of the office. The position requires a multi-skilled, self-motivated person who has an understanding of Aboriginal culture, is experienced in working in a legal office and has high professional standards.

#### REPORTING RELATIONSHIPS

The Client Service Officer in the Criminal Law Section of the Katherine Office will report to the Regional Managing Solicitor regarding client service duties and the Office Co-ordinator regarding administrative tasks.

#### DUTIES

This role has two aspects to it. The first is to provide culturally appropriate services to our clients and staff in the criminal section of the Katherine office. The second is to provide administrative support as required.

The key responsibilities of the administrative assistance aspect of the role will be to:

- provide administrative support to the legal secretaries by processing files and answering calls from clients;
- provide administrative support to the lawyers as directed;
- provide *accurate* word processing services within specific time frames;
- arrange appointments and carry out any follow up arising from appointments as directed;

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#### HEAD OFFICE: DARWIN

61 Smith Street  
GPO Box 1064 DARWIN NT 0801  
Tel: 08 8982 5100 Fax: 08 8982 5190

#### KATHERINE

32 Katherine Terrace  
PO Box 1944 KATHERINE NT 0851  
Tel: 08 8972 5000 Fax: 08 8972 5050



## **North Australian Aboriginal Justice Agency**

- maintain the integrity of the information partition between the Civil and Criminal Law Sections;
- maintain filing systems and other administration tasks including photocopying and faxing;
- manage criminal law client appointments, undertake accurate conflict checks and where necessary notify solicitors of any conflict;
- enter and retrieve client information from the Client Management System (CMS) and daily resubmits and ensure the correct recording of all client information in CMS;
- open, close, register & update criminal files & ensure correct recording of information about all clients in CMS;
- prepare and send correspondence for lawyers to clients and referral agencies.

The key responsibilities of the client service officer aspect of the role will be to:

- obtain comprehensive instructions from clients in and out of custody and on all matters where necessary;
- refer clients to appropriate services where appropriate;
- arrange appointments for legal staff and carry out any follow up arising from appointments;
- arrange accommodation for legal staff at circuit court destinations;
- arrange for rehabilitation and emergency accommodation;
- arrange and maintain court materials, stationary and resources at the court office;
- organize for repatriations and other follow up as directed by lawyers;
- assist in obtaining support materials for upcoming matters;
- assist in locating clients and/or family;
- accompany legal staff on circuit courts;
- arrange interpreters as required by legal staff;
- prepare vehicle for circuit trips and be responsible for maintaining the vehicle in a clean and working order;

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- prepare the court lists every afternoon and circulate by email, and the following morning when needed;
- Ensure a high level of confidentiality is maintained at all times.

### **SELECTION CRITERIA**

#### **Essential**

1. Experience/demonstrated ability in office procedures including word processing, filing and reception;
2. An ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples;
3. An understanding of the role and function of NAAJA and a general knowledge of legal processes;
4. Availability to travel to remote communities for a number of days at a time;
5. Demonstrated ability to prioritize work, use initiative and be flexible in the workplace;
6. Demonstrated highly developed interpersonal and problem solving and liaison skills;
7. Demonstrated ability/experience in liaising with other agencies, developing networks and contacts in other associated services such as emergency housing, policing, rehabilitation and community corrections/probation and parole;
8. Demonstrated ability to work as part of a small team and meet deadlines without supervision;
9. Demonstrated ability to communicate both orally and in writing;
10. Current "C" Class Driver's licence with manual experience;
11. Satisfactory criminal history check and no history of disqualification from employment by a legal practice.

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### Highly Desirable

1. Competent typist (minimum of 50-60 words per minute) with the ability to use a personal computer as both a word processor and filing system;
2. Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and an understanding of the law and justice issues affecting Aboriginal and Torres Strait Islander people in contemporary Australian society;
3. Experience in performing general secretarial duties including screening solicitors' calls, making appointments, receiving information for/from clients and generally assisting clients.

*Please note: applicants for this position must address the selection criteria in their written application.*

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Freecall 1800 898 251 ABN 63 118 017 842 Email [mail@naaja.org.au](mailto:mail@naaja.org.au)

## Basic Employment Conditions

### Position: Client Service Officer – Criminal Section

- 1) **Probationary Period:**  
6 months
- 2) **Place of Employment:**  
Katherine
- 3) **Hours of Work:**  
37.5 hours per week. 8:00am and 4:30pm Monday to Friday
- 4) **Salary/Wages:**  
PSO 2 \$52100 - \$55900  
As a Public Benevolent Institution (PBI) NAAJA can offer up to \$18,450.15 per annum of the salary, tax-free as a fringe benefit (Conditions Apply)
- 5) **Allowances:**  
Annual Airfare Entitlement payable per annum after 12 months qualifying service  
Katherine - \$1,350
- 6) **Superannuation:**  
9.50% as per Commonwealth Superannuation Guarantee [Administration] Act 1992
- 7) **Annual Leave:**  
5 Weeks per annum. Leave loading of 17.5% will be payable on annual leave. An additional 3 days of leave at Christmas, in line with the *NAAJA Enterprise Agreement 2015-2019*
- 8) **Long Service Leave:**  
As per the NT Long Service Leave Act with the exception that service with other Legal Aid services and agreed Aboriginal organisations is recognised as relevant service for the purpose of accessing Long Service Leave on a pro-rata non-financial basis.
- 9) **Personal (Sick, Bereavement, and Compassionate) Leave:**  
15 days per annum. On termination of employment, employees with 7 years continuous service with NAAJA will be entitled to a payout of 50% of unused Sick Leave credits.
- 10) **Other:**
  - Where a Legal Practising Certificate is required, evidence of a current Australian Legal Practising Certificate or eligibility to obtain one
  - Satisfactory Working With Children Clearance Check on commencement
  - Where a driver's licence is required. Evidence of a current NT "C" Class driver's licence or equivalent

#### **Disqualification and conviction of serious offences**

Under the Legal Profession Act, NAAJA is not able to employ a person who has been convicted of a serious offence or disqualified from legal practice without permission from the Law Society. You must inform NAAJA if you are a disqualified person or have been convicted of a serious offence and it is an offence under the Legal Profession Act if you fail to do so.

For employees who do not hold a practising certificate, you will be required to undergo a police record check before commencing your employment.

It is an ongoing condition of your employment that you notify NAAJA immediately if you are subject to proceedings for disqualification from legal practice or charged with a serious criminal offence.

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