



North Australian Aboriginal Justice Agency

Duty Statement

**POSITION: CLIENT SERVICE OFFICER / PERSONAL ASSISTANT (CIVIL)
6 MONTH CONTRACT**

LOCATION: KATHERINE

POSITION OVERVIEW

The North Australian Aboriginal Justice Agency Ltd (NAAJA) provides legal assistance and justice services for Aboriginal and Torres Strait Islander people in the Top End of the Northern Territory. We have offices in Darwin, Palmerston and Katherine. We are recognised as a leading legal service and have received national and local human rights and crime prevention awards for our work.

NAAJA's legal practice is the largest in the Northern Territory, providing high quality, culturally proficient and accessible advice, casework and court advocacy in both criminal and civil law. NAAJA particularly seeks to achieve social justice for Aboriginal and Torres Strait Islander people through strategic litigation, law reform and education.

NAAJA's civil law practice is an extremely busy and diverse one, with practice areas including police accountability, child protection, adult guardianship, consumer, discrimination, tenancy, social security and victims of crime assistance claims.

The successful person will assist lawyers with the preparation of documents including letters, reports and court documents. The position requires a self-motivated person who has an understanding of Aboriginal culture, has good communication skills, is experienced in working in an office and has high professional standards

The work requires high levels of motivation, energy and a commitment to professional excellence.

Suitably qualified Aboriginal and Torres Strait Islander people are encouraged to apply.

REPORTING RELATIONSHIPS

The Client Service Officer / Personal Assistant in the Civil Law Section of the Katherine Office will report primarily to the Civil Team Leader for day to day office tasks and to the Managing Solicitor Civil Law Section for practice management and other matters.

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



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DUTIES

To provide efficient and confidential administrative and field support to the solicitors within the Civil Law Section of NAAJA as well as and other office duties as required.

The key responsibilities of the Client Service Officer / Personal Assistant will be:

- Providing administrative and secretarial support to solicitors
- Answering Civil Law Section enquiries, take messages and manage appointments/ drop ins and referrals
- Organising advice clinics and remote advice clinics including making appointments, arranging travel and accommodation, sending out promotional materials and advertising clinic
- Availability to travel to remote communities and stay overnight for up to 3 nights, to attend and assist with remote civil advice clinics when required
- Maintaining client confidentiality, undertaking conflict checks and ensuring that client records are maintained according to legal practice standards
- Conducting field enquiries on behalf of the Civil Law Section as directed by solicitors
- Liaising with service providers in communities to increase awareness of the work of NAAJA's Civil Section
- Registering and distributing incoming mail/documents for the Civil Law Section from Court rounds, facsimiles and daily mail
- Accurately entering and retrieving client information from the Client Management System (CMS) and managing daily resubmits
- Assisting with reception relief and other general office duties
- Any other duties as required

SELECTION CRITERIA

Essential

- Experience in performing general secretarial or office duties including preparing correspondence, taking calls, making appointments
- Excellent client services skills including good people and liaison skills
- Good organisational skills including time management and record keeping skills
- Good oral and written communication skills
- Good problem solving skills
- Good computer skills
- Demonstrated ability to work with or without supervision and as part of a team
- 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
- Willingness to undertake travel including to remote areas
- Current NT "C" Class Driver's licence or ability to readily obtain
- Ability to obtain a "Working With Children Clearance" (Ochre Card) upon commencement

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- Satisfactory criminal history check and no history of disqualification from employment by a legal practice

Highly Desirable

- An ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples
- An understanding of the role and function of NAAJA and a general knowledge of the legal process

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

Basic Employment Conditions

Position: Client Service Officer / Personal Assistant (Civil)

- 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 1 \$46000 - \$50400
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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