



North Australian Aboriginal Justice Agency

Duty Statement

POSITION: Client Service Officer (CSO) – Darwin Criminal Section

LOCATION: Darwin with Remote Travel

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 criminal law practice consists of criminal solicitors working in the areas of youth summary, indictable and appellate crime, supported by administrative and client service staff who play a vital role in ensuring the provision of effective legal services to our clients.

The Law & Justice Projects section delivers a range of innovative and culturally strengthening projects. NAAJA Throughcare is an innovative and culturally strengthening program which aims to reduce repeat offending by supporting Aboriginal prisoners and their families through the delivery of strength based pre and post release service provision.

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 –Darwin Criminal Section will report directly to the Deputy Managing Solicitor.

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

DUTIES

1. Obtain clear and accurate client information, including personal and family history.
2. Attend clients at Darwin prison and juvenile detention centre based correctional services, including through audio-visual link and provide where necessary, support, information, referral and follow up.
3. Respond to client inquiries, provide legal information and assist communication between lawyer and clients.
4. Provide advice and information to lawyers as required about Aboriginal culture and society.
5. Develop and maintain community contacts to assist clients access services related to their problems.
6. Refer clients to other services where appropriate.
7. Arrange assessments for rehabilitation and emergency accommodation.
8. Assist with developing bail proposals, including contacting places of accommodation, booking transport etc.
9. Ensure accurate and complete Duty and Advice sheets are completed.
10. Organise client repatriations and other client and family follow up as directed by lawyers.
11. Ensure a high level of confidentiality is maintained at all times.
12. Ensure compliance with work health and safety requirements, including vehicle and equipment checks.
13. Prepare court lists and organize client files for our duty lawyer or bush court services.
14. Travel to remote communities to provide services in connection with circuit courts as required.
15. Other duties as directed.

SELECTION CRITERIA

Essential:

1. Knowledge and understanding of contemporary Aboriginal culture and society and issues facing Aboriginal people in the criminal legal system.
2. Demonstrated initiative and an ability to provide a high level of client service.
3. Good communication skills with a particular ability to communicate with Aboriginal and Torres Strait Islander people.
4. Experience in office procedures including word processing, email and file keeping.
5. Ability to work as part of a small team and meet deadlines without supervision.
6. Availability to travel to remote communities to attend bush courts if required.
7. 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. Ability to obtain a satisfactory "Working With Children Clearance" (Ochre Card) upon commencement.
9. A current 'C' Class driving licence, with 4WD clearance.
10. Satisfactory criminal history check and no history of disqualification from employment by a legal practice.

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 (CSO) – Darwin Criminal Section

- 1) **Probationary Period:**
6 months
- 2) **Place of Employment:**
Darwin
- 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
Darwin - \$1,150
- 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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