



## North Australian Aboriginal Justice Agency

### Duty Statement

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**POSITION:** CLIENT SERVICE OFFICER (CSO) – CIVIL LAW SECTION

**LOCATION:** DARWIN

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#### 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 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 will report to the Practice Manager and Managing Solicitor of the Civil Law Section.

#### DUTIES

The key responsibilities of the Client Services Officer will be to:

1. Organise remote civil clinics including arranging travel and accommodation, sending out promotional materials and advertising clinic.
2. Attending remote clinics with solicitors, recording client statistics, locating clients and meeting with other service providers.
3. Develop culturally appropriate promotion materials to increase awareness of the services provided by the Civil Law Section to urban and remote clients.
4. Using the Client Management System (CMS) conduct accurate conflict checks and notify solicitors and/or support staff accordingly.

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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  
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Tel: 08 8972 5000 Fax: 08 8972 5050



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5. Organise prison advice clinics by making bookings, undertaking conflict checks prior to clinic, referring clients to other agencies where appropriate, writing up advice sheets and attending prison advice clinics when requested.
6. Conduct field enquiries on behalf of the Civil Law Section as directed by solicitors and support staff.
7. Liaise with service providers in communities to increase awareness of the work of NAAJA's Civil Section.
8. Answer Civil Law Section enquiries, obtain clear and comprehensive initial instructions from clients by interview over the phone, in person or in custody. Make civil clinic bookings or refer to more appropriate agencies as required.
9. Ensure advice sheets are accurate, follow-up work is completed, and the advice sheets are signed and entered into the CMS in a timely manner.
10. Assist with Community Legal Education as required.
11. Undertake Court rounds and daily file resubmits as required.
12. Maintain the integrity of the information partition between the Civil and Criminal Law Sections;
13. Any other duties as required.

### **SELECTION CRITERIA**

1. Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and law and justice issues affecting Aboriginal and Torres Strait Islander people in contemporary Australian society.
2. A general understanding of the legal system in the Northern Territory and how it relates to Aboriginal people.
3. Good written and oral communication skills with a particular ability to effectively communicate with Aboriginal and Torres Strait Islander people.
4. Experience working with/providing a service to Aboriginal and Torres Strait Islander people.
5. Experience/demonstrated ability in office procedures.
6. Availability to travel to remote communities and stay overnight, to attend remote civil law clinics when required.
7. Ability/experience in liaising with other agencies, and developing networks and contacts in other associated services within the community.

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8. Ability to work as part of a small team and meet deadlines with or without supervision.
9. A current 'C' Class driving licence, with manual driving experience.
10. Ability to obtain a satisfactory "Working With Children Clearance" (Ochre Card) upon commencement.
11. 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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## Basic Employment Conditions

### Position: Client Service Officer

- 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:**  
PSO2 \$53,700 - \$57,600  
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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