



North Australian Aboriginal Justice Agency

Freecall 1800 898 251 ABN 63 118 017 842 Email mail@naaja.org.au

Duty Statement

POSITION: SENIOR CLIENT SERVICES OFFICER (CSO) – CRIMINAL (IDENTIFIED POSITION)

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 Northern Territory. We have offices in Darwin, Palmerston, Katherine, Tennant Creek and Alice Springs. 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.

The Katherine Criminal Law Section of NAAJA consists of criminal solicitors working in the areas of youth, summary and indictable 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 Senior CSO will assist legal staff with dealing with Aboriginal and Torres Strait Islander clients, supervise the activities of other CSOs and assist with the administration of the office and services provided at court. They will provide support and be the initial contact between clients and the service.

There will be regular travel to Bush Courts with legal staff including overnight stays.

The position requires a multi-skilled, self-motivated person who has an understanding of Aboriginal culture.

The successful person will have a basic understanding of the law and court processes.

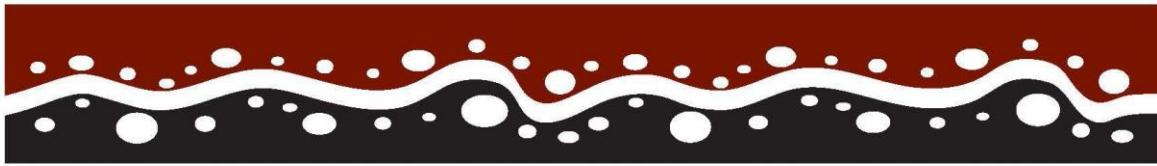
This position is identified for an Aboriginal and/or Torres Strait Islander person, and is intended to constitute a special measure under section 8 (1) of the *Racial Discrimination Act 1975 (Cth)*, and section 57 of the *Anti-Discrimination Act 1996 (NT)*.

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

KATHERINE
10 Third Street
PO Box 1944
KATHERINE NT 0851
Tel: 08 8972 5000
Fax: 08 8972 5050

ALICE SPRINGS
55 Bath Street
PO Box 1670
ALICE SPRINGS NT 0870
Tel: 08 8950 9300
Fax: 08 8953 0784

TENNANT CREEK
61 Patterson Street
PO Box 56
TENNANT CREEK NT 0861
Tel: 08 8962 1332
Fax: 08 8962 2507



North Australian Aboriginal Justice Agency

REPORTING RELATIONSHIPS

The Senior CSO (Katherine) shall report direct to the Practice Manager, Criminal Section, Katherine.

KEY RESPONSIBILITIES

The CSO area is responsible for providing a sensitive cultural link between clients and solicitors of NAAJA as well as administration and other office duties as required. The Senior CSO will have the following key responsibilities:

- Assist with the supervision of the Client Services section.
- Provide advice and support to Client Service Officers of NAAJA generally
- Provide information, support and assistance to clients, including interpretation, translation or explanation of the proceedings or sentences regarding their case under the direction of a practitioner.
- Assist solicitors by providing relevant information regarding Aboriginal law, culture, custom and/or tradition, which may affect a client's case.
- Contribute to good working relationships with all NAAJA clients and provide a cultural link between clients and legal officers.

DUTIES

1. In consultation with the Practice Manager, Criminal Section, roster CSOs to court duties, bush court circuits and other tasks.
2. Ensure that the jobs requested by the Criminal Law Section are distributed and carried out in a timely manner.
3. Liaise with Client Services Officers to ensure that all files and court lists are available for the following day.
4. Obtain clear and accurate client information, including personal and family history.
5. Triage clients as they arrive at court and ensure police paperwork is obtained, conflict checks are done and duty sheets are filled out accurately and completely.
6. Attend client conferences where required and provide support, information, referrals and follow up where required.
7. Respond to client enquiries, provide legal information and assist communication between lawyers and clients.
8. Provide advice and information to lawyers as required about Aboriginal culture and society.
9. Provide advice and feedback to the Practice Manager and Regional Managing Solicitor about the office's effective delivery of culturally appropriate services.
10. Develop and maintain community contacts to assist clients access services related to their problems.
11. Refer clients to other services where appropriate and arrange assessments for rehabilitation and emergency accommodation.
12. Assist with developing bail proposals, including contacting places of accommodation, family and booking transport.
13. Organise client repatriations and other client and family contact as requested by lawyers.
14. Provide support and guidance to other CSOs.
15. Represent NAAJA on sub committees and working groups.

HEAD OFFICE: DARWIN

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

KATHERINE

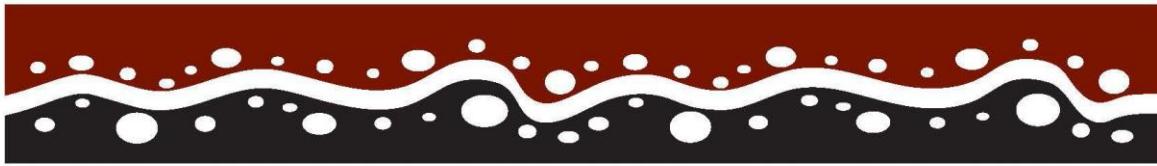
10 Third Street
PO Box 1944
KATHERINE NT 0851
Tel: 08 8972 5000
Fax: 08 8972 5050

ALICE SPRINGS

55 Bath Street
PO Box 1670
ALICE SPRINGS NT 0870
Tel: 08 8950 9300
Fax: 08 8953 0784

TENNANT CREEK

61 Patterson Street
PO Box 56
TENNANT CREEK NT 0861
Tel: 08 8962 1332
Fax: 08 8962 2507



North Australian Aboriginal Justice Agency

-
16. Participate in staff meetings as required.
 17. Assist clients who wish to make complaints to the Ombudsman regarding police and discrimination issues.
 18. Ensure a high level of confidentiality is maintained at all times.
 19. Ensure compliance with work health and safety requirements, including car and equipment checks.
 20. Travel to remote communities to provide services in connection with circuit courts as required.
 21. Other duties as required.

SELECTION CRITERIA

ESSENTIAL:

1. Knowledge and understanding of contemporary Aboriginal culture and society, including knowledge and understanding of impact of colonisation on Aboriginal 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 communicate with Aboriginal and Torres Strait Islander people.
4. Experience/demonstrated ability in office procedures including word processing, filing and reception.
5. Availability to travel to remote communities to attend bush courts if required.
6. 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.
7. Ability to work as part of a small team and meet deadlines without supervision.
8. A current 'C' Class driving license, with 4WD experience.

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.

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

KATHERINE
10 Third Street
PO Box 1944
KATHERINE NT 0851
Tel: 08 8972 5000
Fax: 08 8972 5050

ALICE SPRINGS
55 Bath Street
PO Box 1670
ALICE SPRINGS NT 0870
Tel: 08 8950 9300
Fax: 08 8953 0784

TENNANT CREEK
61 Patterson Street
PO Box 56
TENNANT CREEK NT 0861
Tel: 08 8962 1332
Fax: 08 8962 2507



North Australian Aboriginal Justice Agency

Basic Employment Conditions

Position: SENIOR CLIENT SERVICES OFFICER (CSO) – CRIMINAL (IDENTIFIED POSITION)

1) Probationary Period:

6 months

2) Place of Employment:

Katherine

3) Hours of Work:

37.5 hours per week. 8:00am - 4:30pm Monday to Friday

4) Salary/Wages:

PSO4.1 \$72,778 – PSO5.1 \$82,750 per annum, dependant on experience

As a Public Benevolent Institution (PBI) NAAJA is currently able to offer salary sacrificing benefits in line with current legislation (Conditions Apply)

5) Allowances:

Annual Airfare Entitlement payable per annum after 12 months qualifying service – Katherine \$1,350

Remote Allowance – Katherine - \$3,300pa (pro rata if less than full time) paid on a fortnightly basis

6) Superannuation:

9.50% as per Commonwealth Superannuation Guarantee [Administration] Act 1992

7) Annual Leave:

6 weeks per annum. Leave loading of 17.5% will be payable on annual leave.

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 / Carer's Leave:

15 days per annum.

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.

HEAD OFFICE: DARWIN

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

KATHERINE

10 Third Street
PO Box 1944
KATHERINE NT 0851
Tel: 08 8972 5000
Fax: 08 8972 5050

ALICE SPRINGS

55 Bath Street
PO Box 1670
ALICE SPRINGS NT 0870
Tel: 08 8950 9300
Fax: 08 8953 0784

TENNANT CREEK

61 Patterson Street
PO Box 56
TENNANT CREEK NT 0861
Tel: 08 8962 1332
Fax: 08 8962 2507