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

**Duty Statement**

**CLIENT SERVICE OFFICER – CRIMINAL LAW**

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| **Position Title** | **Client Service Officer – Criminal Law** |
| **Salary** | **PSO 2.1 $64,244 – PSO 3.1 $70,832 (depending on experience)** |
| **FTE** | **Full-time** |
| **Location** | **Alice Springs**  |
| **Commencement** | **Immediately** |
| **Positions** | **1** |
| **Reports to** | **Senior Client Service Officer** |

**About NAAJA:**

Be a part of one of Australia’s most dynamic, diverse, and challenging legal practices. NAAJA provides legal aid for Indigenous people in the Northern Territory, with offices in Darwin, Palmerston, Katherine, Tennant Creek, and Alice Springs.

We are a leading Australian legal service and have received both National and Northern Territory human rights awards for our work. We are committed to providing quality representation for our clients and bringing about long-term change in the justice system. Our staff are motivated, dedicated and do work that matters.

* Salary packaging options
* 6 weeks annual leave per year with leave loading
* Annual airfare

**POSITION OVERVIEW**

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

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)*.

**REPORTING RELATIONSHIPS**

The Client Service Officer – Criminal will report directly to the Senior Client Service Officer or as otherwise directed by NAAJA.

**DUTIES**

1. Attend clients at the Alice Springs prison and juvenile detention centre based correctional services, including through audio-visual link and provide where necessary, support, information, referral and follow up.
2. Answer phone calls, take and pass on messages where required.
3. Respond to client inquiries, provide legal information and assist communication between lawyer and clients.
4. Provide advice and information to lawyers and support staff as required about Aboriginal culture and society.
5. Develop and maintain community contacts to assist clients access services related to their problems.
6. Complete client referrals 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. Where requested obtain clear and accurate client information, including personal and family history.
11. Maintain accurate data entry standards and processing of Circuit court files.
12. Organise client repatriations and other client and family follow up as directed by lawyers including locating and transporting clients and family members.
13. Ensure a high level of confidentiality is maintained at all times.
14. Ensure compliance with work health and safety requirements, including vehicle and equipment checks.
15. Using the Client Management System (CMS) conduct accurate conflict checks and notify solicitors and/or support staff accordingly.
16. Prepare court lists and organize client files for our duty lawyer or bush court services.
17. Travel to remote communities to provide services in connection with circuit courts as required.
18. 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, data entry, 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.