



Position Description – Family Violence Client Service Officer

Position:	Family Violence Client Service Officer – Metropolitan Areas
Reports to:	Team Leader – Metropolitan Community Services
Salary:	CSO Level 3.2 – 3.4 (SCHADS Level B3) Salary range \$63,753 to \$67,772 per annum – depending on experience, plus superannuation Salary Packaging also available
Location:	Head Office - 273 High Street, Preston, Victoria This position may require regional and interstate travel
Employment type:	Full-time (fixed term until 30 June 2020)
Identified Position:	This is an Aboriginal and/or Torres Strait Islander designated position, classified under Section 12 Special Measures of the Equal Opportunity Act 2010. This employment opportunity is only available to Australian Aboriginal and Torres Strait Islander people. We are always actively looking for applicants from a diverse range of gender identities, sexual orientations, cultures, language groups, abilities, and experiences.

About us

We were established as a community-controlled organisation in 1973 to address the over-representation of Aboriginal and Torres Strait Islander peoples in the criminal justice system. The organisation has a long and proud history of providing legal and service support for Aboriginal Victorians who are experiencing or at risk of experiencing negative contact with the justice system and advocating locally, nationally and internationally for the rights of Aboriginal people.

We strive to:

- Promote social justice for Aboriginal and Torres Strait Islander peoples;
- Promote the right of Aboriginal and Torres Strait Islander peoples to empowerment, identity and culture;
- Ensure that Aboriginal and Torres Strait Islander peoples enjoy their rights, are aware of their responsibilities under the law and have access to appropriate advice, assistance and representation;
- Reduce the disproportionate involvement of Aboriginal and Torres Strait Islander peoples in the criminal justice system; and
- Promote the review of legislation and other practices which discriminate against Aboriginal and Torres Strait Islander peoples.

The organisation has grown over the years (with further expansion options being pursued) and now offers criminal, family and civil law services, client services support, community legal education and a range of community justice support programs in both Victoria and Tasmania.

The Tasmanian operation was established in 2015, the Tasmanian Aboriginal Community Legal Service (TACLS), a semi-autonomous operation for Tasmania.



Our Values

Respect

We advocate for and demonstrate the right of every person to be treated with dignity and respect.

Culture

We remember what we are here for and how our organisation came into being and ensure we are centred within our communities.

Commitment

Our team is committed to improving the lives of Aboriginal people. We keep our word and stand by our commitments.

Self-Determination

We respect and promote the principle of self-determination in everything that we do. We will achieve change for Aboriginal communities and ensure the realisation of self-determination.

Independence

We are Apolitical. We are independent.

Integrity

We are steadfast in our adherence to our values. We take every reasonable measure to protect our clients. We offer independent, professional and high-level legal representation.

Equality

We fight for our communities to be equal before the law and to rectify the over-representation of Aboriginal people in the justice system. VALS promotes the right to be different, free from discrimination and valued as an individual. We are an inclusive workplace that respects and protects equality.

About the team

This section is responsible for delivering client focussed quality services for Aboriginal Victorians in contact with the justice system. Legal and Client Services are co-located in this unit to drive an integrated, flexible and innovative approach to meeting client needs. The section liaises and networks with other Aboriginal organisations and works with stakeholders to reduce negative contact Aboriginal people have with the justice system.

In conjunction with Executive and Corporate Services this section also advocates for improved justice outcomes and prepares specialist advice on legislation change.

About the position

Overview

This position focuses on providing specific supports to the Aboriginal and Torres Strait Islander peoples living within the Metropolitan Victorian community who are impacted by Family Violence.



The Client Service Officer [CSO] acts as liaison between the Victorian Aboriginal Legal Service Co-Operative Limited [VALS] and Aboriginal and Torres Strait Islander peoples across all areas of criminal, family and civil law matters. The CSO has an educational role in providing information to communities on family violence support services and the supports available through VALS programs.

Key Performance Indicators, Duties & Responsibility

1. Provide a case coordination approach to assisting our clients who are impacted by family violence including coordinating services who they are currently linked or assisting to referred to,
2. Travel and provide service to clients within the metropolitan areas of Victoria;
3. Court support, transport assistance, referrals and advocating on the client's behalf
4. Provide outreach and support to family violence clients;
5. Reassure the client and explain legal terminology and processes used by the courts and legal profession, not using legal jargon. Where appropriate, take notes of the history of the client's case and provide them to the solicitor
6. Liaise and network with other Aboriginal organisations and agencies to promote VALS and be aware of programs that will assist the Victorian Aboriginal communities, especially those who specialise in the area of family violence
7. Liaise with police and other persons within the justice system to ensure delivery of a culturally relevant service
8. Perform a range of administrative tasks to ensure the effective delivery of services to VALS clients, including maintaining of client file using Actionstep database
9. Provide activity reports on a timely basis, attend staff meetings as required, participate in ongoing training and staff development, and act at all times in a professional manner, upholding the organisation's core values, and
10. As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the employee's skills, competence and training

Personal accountability

1. Compliance with all VALS values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
2. Demonstrate a commitment to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their background, ability, ethnicity, gender identity, sexual orientation or religion
3. Ensure appropriate use of resources
4. Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
5. Take reasonable care for your own health & safety, and health and safety of others (to extent required)
6. Promptly respond to and report health and safety hazards, incidents and near misses to management.
7. Attend mandatory training sessions (ie. equal employment opportunity, health and safety, cultural safety) and mandatory training specific to position.



Key Selection Criteria

1. Hold a certificate or degree in community services, social work or another relevant field. If does not hold certificate or degree, can demonstrate experience within the community services sector with a focus on family violence.
2. Ability to work alone and be accountable for movements and work performance
3. A demonstrated knowledge of the Victorian legal system
4. An understanding of family violence and the impacts on communities
5. An understanding of the legal issues faced by Victorian Aboriginal communities
6. Demonstrated computer literacy skills and proficiency using the Microsoft Office and other relevant software.
7. Ability to work with Aboriginal and Torres Strait Islander peoples and acknowledge their diverse backgrounds, personalities and varying needs and the unique cultural ways in which they may be expressed
8. Experience working in the non-profit sector.

Key Capabilities

1. Plans and prioritises work - manages competing demands
2. Adheres to organisation policies and procedures
3. Is approachable, accessible and responsive
4. Communicates attentively by phone
5. Uses and manages email appropriately
6. Develops expertise in areas of specialisation
7. Listens attentively - shows empathy when appropriate
8. Gathers relevant facts through research and interview skills
9. Gains insight into the client and stakeholder needs, priorities and expectations

Mandatory Requirements

On offer of this position, you must provide:

1. a copy of your current Employee Working with Children card
2. a copy of your current Victorian Driver's License
3. you will be required to complete a current Criminal History Police Check
4. proof of rights to work in Australia, i.e. a copy of an Australian Passport, Birth Certificate or Immigration VISA documentation
5. copies of any certificates or degrees relevant to this role (eg. community services certificate, diploma or degree in social work).

How to apply

Please send your resume together with a covering letter which addresses the **Key Selection Criteria** (found within the position description) to jobs@vals.org.au

Acceptance on position offer

I understand and am clear of the position expectations and requirements



**Victorian
Aboriginal
Legal Service**



**South Eastern Australian
Aboriginal Justice Services
Limited**

Name: _____

Signature: _____

Date: _____