



# NATSILS

National Aboriginal and  
Torres Strait Islander Legal Services

TRUE JUSTICE FOR OUR PEOPLE

## NATIONAL LEGAL ADVISORY SERVICES FOR DISABILITY ROYAL COMMISSION NATIONAL HELPLINE OFFICER

March 2021

### POSITION DESCRIPTION

<b>Position title:</b>	National Aboriginal and Torres Strait Islander Helpline Officer
<b>Reporting to:</b>	National Coordinator, Your Story Disability Legal Support, NATSILS
<b>Location:</b>	235 Queens Street Melbourne, 3000  (work from home arrangements pending COVID-19 restrictions.)
<b>Salary:</b>	LO Level 4.1 (SCHADS Level 5 Pay Point 1) \$80,957 per annum pro rata plus superannuation.  Salary packaging available
<b>Status of employment:</b>	.8 EFT (part-time) 12 Month Contract

**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.**

## Overview of NATSILS

The National Aboriginal and Torres Strait Islander Legal Services (NATSILS) is the national peak representative body for the Aboriginal and Torres Strait Islander Legal Services (ATSILS) around Australia, including the:

- Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd (ATSILS Qld);
- Aboriginal Legal Rights Movement Inc. (ALRM);
- Aboriginal Legal Service (NSW/ACT) (ALS NSW/ACT);
- Aboriginal Legal Service of Western Australia Ltd (ALSWA);
- North Australian Aboriginal Justice Agency (NAAJA);
- Tasmanian Aboriginal Legal Service (TALS); and
- Victorian Aboriginal Legal Service Co-operative Limited (VALS).

NATSILS provides a united voice at the national level for the rights of Aboriginal and Torres Strait Islander people and also supports the ATSILS to provide high quality and culturally competent legal services. NATSILS works on justice issues including ending Black deaths in custody, over-incarceration, abuses in the justice system, policing, racism, discrimination, raising the age of criminal responsibility, alternatives to imprisonment, decarceration strategies including culturally safe family, housing, family violence and disability supports. NATSILS also works on issues relating to child protection, family violence, family law, human rights and civil legal rights for Aboriginal and Torres Strait Islander people.

### Your Story Disability Legal Support

Your Story Disability Legal Support is a free national legal service that provides information, referrals and legal services to people with disability, their families, carers, supporters and advocates who want to share their story with the Disability Royal Commission.

Our service is delivered by National Aboriginal and Torres Strait Islander Legal Services (NATSILS) and National Legal Aid. NATSILS delivers the Your Story service to Aboriginal and Torres Strait Islander people with a disability their families, carers, supporters and advocates. We are an independent, trauma-informed and culturally safe service delivered using best practice standards and a human rights approach. We collaborate and consult with key stakeholders including peak organisations representing Aboriginal people and people with disabilities and community legal centres.

The service comprises of a central coordinating team, mobile legal advisory team and a National Helpline, as well as staff in each state and territory.

### About the role

The successful applicant will be responsible for delivering the National Helpline component of the Your Story Disability Legal Support, specifically for Aboriginal and Torres Strait Islander people.

The purpose of the role is assisting Aboriginal and Torres Strait Islander persons with disability, their families, carers and supporters to access and engage with the Disability Royal Commission and associated support services.

The successful applicant will respond to calls to the national helpline from Aboriginal and Torres Strait Islander people with advice, referrals to support services and information about any issues

arising from engagement with the Royal Commission. In addition, where appropriate, the role will also include arranging referrals to ATSIILS members for follow up legal advice, as well as non-legal referrals to appropriate support services.

The National Helpline Officer will work with the National Coordinator of Your Story Disability Legal Support within the NATSILS team.

**Key Selection Criteria**

**Knowledge:** knowledge and understanding of the social, legal and justice issues including abuse and systemic racism faced by Aboriginal and/or Torres Strait Islander people with disabilities across Australia; and knowledge of the disability sector.

**Service delivery:** experience in the delivery of quality, culturally safe, trauma-informed and disability appropriate legal and/or disability services that comply with accessibility and other relevant standards.

**Values:** an alignment to the values and vision of NATSILS through a demonstrated appreciation of and sensitivity to the challenges our community members have faced and continue to face in their right for justice and equity.

**Relationships:** proven experience working collaboratively and effectively with key stakeholders, especially in disability advocacy and with Aboriginal and Torres Strait Islander communities.

**Initiative and independence:** shows initiative, independence and ability for self-direction and self-management.

**Qualifications and experience:**

- Relevant qualifications in social services and or community sector
- Experience working with Aboriginal and Torres Strait Islander people;
- Experience working with people with a disability;
- Experience working in not-for-profit, government or health, human services sectors or Aboriginal community-controlled sector;
- Understanding of trauma informed practice

**Mandatory Requirements**

- a copy of your current Employee Working with Children card
- you will be required to complete a current Criminal History Police Check

**Key Duties and Responsibilities**

This role will be responsible for coordinating the National Helpline in relation to enquiries from Aboriginal and Torres Strait Islander people, including the provision of information and referrals to legal and non-legal services.

The National Helpline Officer will:

	<ul style="list-style-type: none"> <li>• Have primary responsibility for responding promptly and effectively to all calls from Aboriginal and Torres Strait Islander people to the National Helpline.</li> <li>• Provide high quality, culturally appropriate, trauma informed and accessible information, referrals and advice to people who have made enquiries through the National Helpline in order to support effective and meaningful participation for Aboriginal and Torres Strait Islander people in the Royal Commission's processes.</li> <li>• Where more detailed assistance is required, provide efficient and effective direct referrals for National Helpline enquiries to relevant legal and/or non-legal support services.</li> <li>• Develop and maintain strong and effective working relationships with a diverse range of key stakeholders.</li> <li>• Support the development and provision of effective referral pathways for the Your Story service.</li> <li>• Work professionally, collaboratively and effectively as part of the Your Story team and in conjunction with NATSILS and each ATSILS.</li> <li>• Help improve and maintain information databases by providing regular feedback on the information's appropriateness, use and accuracy.</li> <li>• Participate in skill development, call de-briefing and self-reflection processes.</li> <li>• This role will require some periods of extended interstate travel for training and skill development.</li> </ul>
<b>Reporting</b>	National Coordinator, Your Story Disability Legal Support, NATSILS

<p style="color: #C00000; margin: 0;"><b>Acceptance</b></p>
<p>I understand and am clear of the position expectations and requirements</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>