



North Australian Aboriginal Justice Agency

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

CLIENT SERVICE OFFICER – CIVIL LAW

Position Title	Client Service Officer – Civil Law
Salary	PSO 3.1 (\$70,832) – PSO 3.2 (\$73,498) depending on experience + remote localities allowance
FTE	Fulltime
Location	Katherine
Commencement	Immediately
Positions	1
Reports to	Deputy Managing Lawyer

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:

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.

Aboriginal and Torres Strait Islander people are encouraged to apply.

DUTIES

1. Organise remote civil clinics including arranging travel and accommodation, sending out promotional materials and advertising clinic.
2. Attending remote clinics with solicitors and stay overnight for up to 4 nights; assisting with remote civil clinics, 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.

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



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5. Use the NAAJA software (CMS and M Files) to accurately record client data.
6. 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.
7. Conduct field enquiries on behalf of the Civil Law Section as directed by solicitors and support staff.
8. Liaise with service providers in communities to increase awareness of the work of NAAJA's Civil Section.
9. Answer Civil Law Section enquiries, obtain clear and comprehensive initial instructions from clients by interview over the phone, in person or in custody. Make clinic bookings or refer to more appropriate agencies as required.
10. 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.
11. Assist with Community Legal Education as required.
12. Undertake Court rounds and daily file resubmits as required.
13. Maintain the integrity of the information partition between the Civil and Criminal Law Sections.
14. Any other duties as required.

Key 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. Good written and oral communication skills with a particular ability to effectively communicate with Aboriginal and Torres Strait Islander people.
3. Experience working with/providing a service to Aboriginal and Torres Strait Islander people.
4. Experience/demonstrated ability in office procedures.
5. Availability to travel to remote communities and stay overnight, to attend remote civil law clinics when required.
6. Ability/experience in liaising with other agencies and developing networks and contacts in other associated services within the community.
7. Ability to work as part of a small team and meet deadlines with or without supervision.
8. A current 'C' Class driving licence, with manual driving experience.
9. Ability to obtain a satisfactory "Working with Children Clearance" (Ochre Card) upon commencement.
10. Satisfactory criminal history check and no history of disqualification from employment by a legal practice.

HIGHLY DESIRABLE

1. An ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples.
2. An understanding of the role and function of NAAJA and a general knowledge of the legal system in the Northern Territory and how it relates to Aboriginal people.

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Appointment subject to:

- Rights within Australia.
- National Criminal history check
- Ochre Card

Considerations:

- This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- Six-month probation period.
- Non-smoking working environment.
- The contact details of at least two referees are required.
- Evidence of qualification attainment will be required.

How to Apply:

Applicants for this position must address the selection criteria in their written application, which should be sent to Recruitment@naaja.org.au. **Aboriginal and Torres Strait Islander people are strongly encouraged to apply.**

Applications close Tuesday 13 August 2024

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