



North Australian Aboriginal Justice Agency

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

CLIENT SERVICE OFFICER – CIVIL LAW (KATHERINE)

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| Position Title | Client Service Officer – Civil Law (KATHERINE) |
| Salary | PSO 3.1 (\$72,957) – PSO 3.2 (\$75,703) dependent on experience + allowances + super + salary packaging option |
| FTE | Fulltime – 37.5 hours per week |
| Term | 12 months |
| Commencement | ASAP |
| Location | Katherine |
| Reports to | Deputy Managing Lawyer |

About the North Australian Aboriginal Justice Agency (NAAJA):

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 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.

Position Overview:

NAAJA's civil section is busy and diverse and provides legal support and representation to Aboriginal clients with practice areas including police accountability, child protection, adult guardianship, consumer, discrimination, tenancy, social security and victims of crime assistance claims.

Client Service Officers (**CSO**) in the Civil Section are at the core of the work the civil service does to deliver an effective, culturally competent legal service. A CSO's primary responsibility is to support clients through their legal issue(s) and help them to engage with their lawyer as part of a holistic approach to resolving legal issues. The role also involves coordinating travel to remote communities to conduct civil law clinics, and related administrative and support tasks.

The role will require some remote travel with overnight stays.

Extensive cultural knowledge and/or demonstrated cultural competency, together with a sensitivity to our vulnerable clients' needs, are essential criteria for this role.

Strong preference will be given to Aboriginal candidates, or non-Aboriginal candidates with experience working in support roles with Aboriginal people in the Northern Territory.

DUTIES

1. Engage with and support clients in person and over the phone in a culturally appropriate manner to obtain clear and accurate client information, assist communication between lawyers and clients, and refer clients to other services where appropriate.
2. Organise, facilitate, and attend remote legal service delivery including arranging travel and accommodation, distribution of promotional materials, client scheduling, record keeping, and general assistance.

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
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3. Access, create, and maintain accurate client data physically and electronically using NAAJA's client management systems in a timely manner.
4. Prepare documents and undertake tasks under direction from lawyers to assist legal processes.
5. Assist with general administrative duties for the civil team as required.
6. Any other duties as required.

Key Selection Criteria:

1. Good written and oral communication skills with a particular ability to effectively communicate with Aboriginal and Torres Strait Islander people.
2. Demonstrated experience working with Aboriginal and Torres Strait Islander people.
3. Experience working in a busy office environment. Including experience with phone systems, Microsoft Office Suite, data entry, email, and file keeping.
4. Experience providing, or ability to provide, a high level of client service.
5. Ability to liaise with other agencies and develop networks and contacts in other associated services within the community.
6. Ability to take initiative working as part of a small team to meet deadlines with or without supervision.

Highly Desirable:

1. A general knowledge of the legal system in the Northern Territory.
2. A high-level understanding of Aboriginal and Torres Strait Islander cultures and an awareness of law and justice issues that affect Aboriginal and Torres Strait Islander people.

Appointment subject to:

- Valid work rights within Australia.
- National Criminal history check
- Working With Children Clearance (Ochre Card)
- Driver Licence (Class C)
- Ability to travel remotely and stay overnight

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.

Join NAAJA and become part of one of Australia's most dynamic, diverse, challenging, and meaningful legal practices.

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

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NAAJA Employment Benefits

Hours of Work:

37.5 hours per week. 8:00am and 4:30pm Monday to Friday with 1 hour lunch time and approved overtime accruing as TOIL.

Salary Packaging:

As a Public Benevolent Institution (PBI) NAAJA can offer up to \$18,450.15 per annum of the salary, **tax-free** as a fringe benefit (Conditions Apply)

Allowances:

- Annual Airfare Entitlement payable per annum after 12 months qualifying service **\$1,150 - \$1,350** depending on location.
- Remote Allowance - **\$3,300pa** for staff in Katherine, Tennant Creek and Alice Springs paid on a fortnightly basis
- Generous Travel Allowances paid for all overnight work-related travel.

Leave

- Annual leave: 6 Weeks per annum with 17.5% leave loading payable on all annual leave taken
- Personal leave: 3 weeks per annum
- Paid Ceremonial Leave

Superannuation:

11.50% and increasing in line with the Superannuation Guarantee

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