



# North Australian Aboriginal Justice Agency

Freecall 1800 898 251 ABN 63 118 017 842 Email [mail@naaja.org.au](mailto:mail@naaja.org.au)

## Client Service Officer – Criminal

<b>Position Title</b>	Client Service Officer - Criminal
<b>Salary</b>	PSO 2.1 (\$64,224) - PSO 2.3 (\$68,861) depending on Experience
<b>FTE</b>	Full time 38 hours per week
<b>Location</b>	Darwin
<b>Commencement</b>	ASAP
<b>Completion</b>	Ongoing
<b>Reports to</b>	Administration Practice Manager/Senior CSO

### About NAAJA:

The North Australian Aboriginal Justice Agency Ltd (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 recognised as a leading legal service and have received national and local human rights and crime prevention awards for our work.

- Flexible working arrangements
- Salary Packaging options
- Leave Entitlements

### Position Overview

The North Australian Aboriginal Justice Agency Ltd (NAAJA) provides legal aid for Indigenous people in the Top End of the Northern Territory, with offices in Darwin and Katherine.

We are recognised as a leading legal service and in 2010 received the prestigious Law Award from the Australian Human Rights Commission for our work. We are committed to providing quality representation for our clients and bringing about long-term change in the justice system through law reform and education.

The Civil Law Section consists of 18 lawyers, including the Managing Solicitor, across our offices in Darwin and Katherine. Support staff including secretarial and client service officers assist in ensuring the provision of effective legal services to our clients. 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 team also has solicitors who practice in family law.

The Criminal Law Section 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 Law and Justice Projects section delivers a range of innovative and culturally strengthening projects, including our award-winning Throughcare project.

#### HEAD OFFICE: DARWIN

61 Smith Street  
GPO Box 1064  
DARWIN NT 0801  
Tel: 08 8982 5100  
Fax: 08 8982 5190

#### KATHERINE

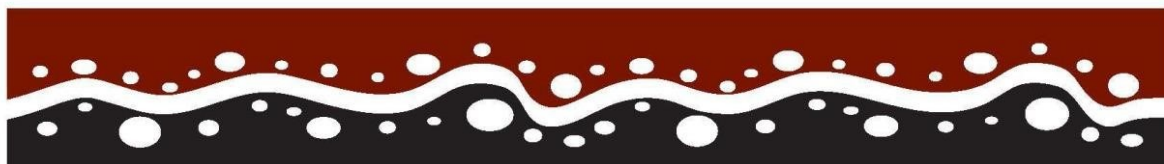
10 Third Street  
PO Box 1944  
KATHERINE NT 0851  
Tel: 08 8972 5000  
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#### ALICE SPRINGS

55 Bath Street  
PO Box 1670  
ALICE SPRINGS NT 0870  
Tel: 08 8950 9300  
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#### TENNANT CREEK

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The work requires high levels of motivation, energy and a commitment to professional excellence. Suitably qualified Aboriginal and Torres Strait Islander people are encouraged to apply.

## Duties

1. Obtain clear and accurate client information, including personal and family history
2. Attend clients at Darwin prison and juvenile detention centre based correctional services, including through audio-visual link and provide where necessary, support, information, referral and follow up.
3. Respond to client inquiries, provide legal information and assist communication between lawyer and clients.
4. Provide advice and information to lawyers as required about Aboriginal culture and society.
5. Develop and maintain community contacts to assist clients access services related to their problems.
6. Refer clients to other services 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. Organise client repatriations and other client and family follow up as directed by lawyers.
11. Ensure a high level of confidentiality is maintained at all times.
12. Ensure compliance with work health and safety requirements, including vehicle and equipment checks.
13. Prepare court lists and organize client files for our duty lawyer or bush court services.
14. Travel to remote communities to provide services in connection with circuit courts as required.
15. Other duties as directed.

## Selection Criteria Essential

### 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, 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.

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**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](mailto:Recruitment@naaja.org.au) Aboriginal and Torres Strait Islander people are strongly encouraged to apply

**Applications must be submitted by Tuesday 01/10/24**

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