

Position title	Director Client Services
Location	Melbourne, Brisbane or Sydney
Reporting to	Executive Officer, knowmore legal service
Position type	Ongoing (subject to finance), full time
Updated	May 2018

## The role

Reporting directly to the Executive Officer, the Director Client Services is a new role that will be pivotal in ensuring **knowmore** continues to deliver accessible and high quality services to survivors and successfully transitions to its new operating context.

Working collaboratively with other members of **knowmore's** leadership team, the role will have primary operational responsibilities for the development, delivery, monitoring and evaluation of high quality and client-centred services that meet the needs of **knowmore's** clients. With a focus on national, consistent and coordinated service delivery, the role will ensure that clients are able to access the service and that their needs are identified and responded to effectively.

With direct reports including the managers of each knowmore office and the managers of the support services and Aboriginal and Torres Strait Islander engagement teams, the role will provide leadership, management and guidance to teams providing **knowmore's** intake, cultural and counselling support services across its multiple offices.

The role will also make leading contributions to **knowmore's** strategic and operational planning; ongoing service improvements; law and policy reform work; partnership management and community engagement activities.

## Location

The role can be based in either Melbourne, Brisbane or Sydney. With a national focus, regular interstate travel will be required.

## Key Responsibilities

- Working collaboratively with other knowmore executives, provide high quality leadership and management of **knowmore's** service delivery activities to clients across Australia, to ensure a consistent and coordinated approach to service delivery
- Ensure that **knowmore's** intake, Aboriginal and Torres Strait Islander engagement and support services teams work cooperatively and collaboratively with legal staff and other service providers
- Provide accessible, responsive and effective intake services through telephone and face to face services, that ensure clients are able to engage effectively with the service, and that clients' needs are identified, prioritised and actioned appropriately
- Ensure clients are supported in their engagement with the service through responsive social work and counselling support and that longer term needs are actioned through appropriate and seamless referrals



- Ensure client services are delivered in a culturally appropriate and safe way to Aboriginal and Torres Strait Islander peoples; to people from culturally and linguistically diverse backgrounds; to people with disabilities; and to other vulnerable client groups
- Be active in the leadership, development and maintenance of effective, focused teams and foster knowledge-sharing across all disciplines internally, to ensure collaborative and informed work
- Support direct reports in the management of their teams including with human resource issues, undertaking recruitment, regular performance reviews and fostering professional development
- Ensure the development and provision of training and support processes for staff, with a strong focus on building resilience across the organisation
- Monitor and evaluate service delivery, including identifying and implementing continuous improvements and responding to client feedback, undertaking innovative development of **knowmore's** services to take into account emerging issues, risks and trends impacting upon service provision
- Support **knowmore's** law reform and policy activities, including building partnerships, preparing submissions, sharing client stories and undertaking media activities to represent the service
- Identify and pursue opportunities to enhance the capacity of **knowmore** to assist survivors of sexual abuse to address a broad range of legal and related needs
- Prepare and deliver community education and engagement materials regarding **knowmore's** services and particularly to facilitate access by survivors to the National Redress Scheme
- Cultivate productive relationships with internal and external stakeholders to optimise outcomes for clients and to ensure practice learnings and expertise are shared with other sectors, including the community legal sector and other services working with and supporting survivors
- Ensure that all relevant data about clients and service activities is recorded
- Model a commitment to self-care and resilience

## Key Selection Criteria

- Strong experience and a proven track record in a similar role providing operational leadership in the delivery of multidisciplinary services across multiple locations to a vulnerable client group
- Awareness of and commitment to trauma-informed practice in service delivery and understanding of the complex trauma caused by child sexual abuse
- Understanding of the issues affecting Aboriginal and Torres Strait Islander peoples, and experience in providing culturally safe services to Aboriginal and Torres Strait Islander peoples and working effectively with Aboriginal and Torres Strait Islander staff and services
- Exceptional stakeholder relationship skills (both internal and external), with demonstrated achievements in growing, managing and inspiring internal teams and leading in times of change
- Well-developed written and verbal communication and interpersonal skills, and the capacity to effectively undertake community engagement and advocacy activities including representing **knowmore** in public forums and the media
- High level of professionalism and integrity, a collaborative work ethic and demonstrated initiative, flexibility and positive attitude
- A relevant tertiary qualification

## Mandatory requirements

The successful candidate will be required to satisfactorily complete a National Police Records Check and a Working with Children Check.

The appointee will need to meet, on an ongoing basis, any requirements of relevant legislation relating to:



- the employment of non-legal or lay associates (such as the prohibition on legal practices employing disqualified persons and/or a person convicted of a serious offence);
- undertaking professional visits to knowmore clients who are detained in correctional centres or other places of detention; and
- working with children accreditation

The successful candidate will be required to travel regularly, at times to remote and regional locations, for up to a week at a time. A current drivers' licence is highly desirable.

