



Position Description –Family Violence Client Service Officer

Position:	Client Service Officer – Family Violence
Reports to:	Coordinator Community Justice Programs
Salary:	CSO Level 2.1 – 2.4 \$51,140 - \$56, 970
Location:	Head Office - 273 High Street, Preston, Victoria This position may require regional and interstate travel
Employment type:	Full-time
Identified Position:	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 Aboriginal and Torres Strait Islander people.

About us

We were established as a community controlled organisation in 1973 to address the over-representation of Aboriginal and Torres Strait Islander peoples in the criminal justice system. The organisation has a long and proud history of providing legal and service support for Aboriginal Victorians who are experiencing or at risk of experiencing negative contact with the justice system and advocating locally, nationally and internationally for the rights of Aboriginal people.

We strive to:

- Promote social justice for Aboriginal and Torres Strait Islander peoples;
- Promote the right of Aboriginal and Torres Strait Islander peoples to empowerment , identity and culture;
- Ensure that Aboriginal and Torres Strait Islander peoples enjoy their rights, are aware of their responsibilities under the law and have access to appropriate advice, assistance and representation;
- Reduce the disproportionate involvement of Aboriginal and Torres Strait Islander peoples in the criminal justice system; and
- Promote the review of legislation and other practices which discriminate against Aboriginal and Torres Strait Islander peoples.

The organisation has grown over the years (with further expansion options being pursued) and now offers criminal, family and civil law services, client services support, community legal education and a range of community justice support programs in both Victoria and Tasmania.

The Tasmanian operation was established in 2015, the Tasmanian Aboriginal Community Legal Service (TACLS), a semi-autonomous operation for Tasmania.

We also established another semi-autonomous service in 2017, Balit Ngulu, a dedicated children and youth legal service for Aboriginal people in Victoria.

About the team

This section is responsible for delivering client focussed quality services for Aboriginal Victorians in contact with the justice system.



Legal and Client Services are co-located in this unit to drive an integrated, flexible and innovative approach to meeting client needs.

The section liaises and networks with other Aboriginal organisations and works with stakeholders to reduce negative contact Aboriginal people have with the justice system.

In conjunction with Executive and Corporate Services this section also advocates for improved justice outcomes and prepares specialist advice on legislation change.

The Director, with the PLOs ensures all legal standards and CLC Risk Management guidelines are met.

The PLO Tasmania Aboriginal Community Legal Service reports direct to the CEO but maintains a functional relationship with this section to ensure collegiate and professional support for delivery of high quality legal services.

Similarly the Practice Manager Balit Ngulu reports to the CEO but maintains a functional relationship with this area.



About the Position

Overview

This position focuses on providing specific supports to the Aboriginal and Torres Strait Islander peoples living within the Victorian community who are impacted by Family Violence

The Client Service Officer [CSO] acts as liaison between the Victorian Aboriginal Legal Service Co-Operative Limited [VALS] and Aboriginal and Torres Strait Islander peoples across all areas of criminal, family and civil law matters. The CSO has an educational role in providing information to communities on family violence support services and the supports available through VALS programs.

Key Performance Indicators, Duties & Responsibility

1. Attend at court to support the client and the solicitor
2. Reassure the client and explain legal terminology and processes used by the courts and legal profession, not using legal jargon. Where appropriate, take notes of the history of the client's case and provide them to the solicitor,
3. Attend prison locations to see clients and complete documentation for referrals on the solicitors behalf,
4. Liaise and network with other Aboriginal organisations and agencies to promote VALS and be aware of programs that will assist the Victorian Aboriginal communities, especially those who specialise in the area of family violence,
5. Liaise with police and other persons within the justice system to ensure delivery of a culturally relevant service,
6. Perform a range of administrative tasks to ensure the effective delivery of services to VALS clients,
7. Provide activity reports on a timely basis, attend staff meetings as required, participate in ongoing training and staff development, and act at all times in a professional manner, upholding the organisation's core values, and
8. As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the employee's skills, competence and training.

Key Selection Criteria

9. A demonstrated knowledge of the Victorian legal system,



10. An understanding of family violence and the impacts on communities,
11. An understanding of the legal issues faced by Victorian Aboriginal communities,
12. Excellent written, verbal communication and interpersonal skills,
13. A commitment to and understanding of Victorian Aboriginal culture and community, and the ability to communicate effectively with members of those communities,
14. The ability to work in a multi-skilled environment, and
15. Computer skills.

Mandatory Requirements

16. Aboriginal and/or Torres Strait Islander person,
17. Working with Children's Check,
18. Undergo a Police Records Check,
19. A current Victorian driver's license, and
20. A high level of responsibility and initiative.

Mandatory Requirements

The employee, prior to commencement, will need to disclose any pre-existing condition or injury that he/she knows about which could be reasonably foreseen to be affected by the described work duties.

Pursuant to s82(7) of the Accident Compensation Act 1985, the failure to disclose information will mean that, if employed, the employee will not be paid compensation for such condition.

How to apply

Please send your Resume/ CV together with a Cover Letter which addresses the Key Selection Criteria to jobs@vals.org.au.