

## Job Description

<b>Position title</b>	Client Services Worker
<b>Location</b>	Darwin
<b>Reporting to</b>	Manager, Client Services
<b>Updated</b>	August 2024
<b>knowmore values</b>	Our people are expected to uphold our values of respect, courage, integrity, collaboration and innovation
<b>Required</b>	This is an identified position

## Role

This vital client facing role will be the first point of contact for many clients seeking assistance from knowmore, particularly those who are applying to the Territories Stolen Generations Redress Scheme. The Client Services Worker role will also support survivors of child sexual abuse in relation to their redress and compensation options.

Client Services Workers will deliver high-quality, culturally safe telephone and face to face services to provide clients with information about knowmore’s service delivery programs; gather relevant information from clients and work with them to understand their legal issues and rights; and to identify, prioritise and action clients’ legal and support needs through referrals to in-house and external services. Client Services Workers will also be an ongoing point of contact and liaison for existing clients, providing information and assisting with arrangements for further service delivery.

You will also have the responsibility of ensuring that the administrative activities within the Darwin office run efficiently including greeting clients and other guests to the office, assisting in processing mail, arranging travel for office staff, and ordering office supplies.

Client Services Workers will work closely with the Manager, Client Services; Stakeholder Engagement Manager; Managing Lawyer, and other team members delivering legal and support services, including cultural support, to provide clients with trauma-informed, effective and streamlined services.

A culturally safe, client-centred approach and a commitment to ensuring high-quality services are provided to vulnerable people are essential.

This is an identified position. To be appointed to this position the applicant must be an Aboriginal or Torres Strait Islander person who identifies and is recognized as such within the community in which they live. To be appointed to the role, an applicant must comply with the requirements of any applicable legislation relating to legal practice (i.e. not be a person disqualified from employment by a legal practice) and will also need to meet the entry requirements for professional visitors to correctional centres across Australia.

## **Duties and Responsibilities**

- Provide accessible, responsive and effective services through telephone and face to face services (including on outreach), that ensure clients are able to engage effectively with the service and that clients' legal and support needs are identified, prioritised and actioned appropriately.
- Work with clients to develop trust and safety, helping them identify their legal and support needs, documenting the results of contacts and assessing initial risk and safety issues.
- Evaluate client's circumstances as to any need to expedite service delivery and ensuring urgent referral action is implemented when required.
- Ensure clients are supported in their engagement with the service through working collaboratively and cooperatively with clients and other knowmore staff, to:
  - obtain sufficient initial information to identify clients' legal needs and to support further service delivery by knowmore's legal team.
  - ensure cultural support services through knowmore's Aboriginal and Torres Strait islander engagement team are available for all Indigenous clients.
  - facilitate responsive social work and counselling support for clients.
  - provide ongoing liaison, information and assistance to existing clients.
- Support clients through making referrals, including warm referrals, to a range of other agencies and services to assist clients with their ongoing needs.
- Provide information about knowmore's services and programs to a range of other, non-client callers, such as referring agencies and services & develop effective working relationships with key partners.
- Administrative duties, including:
  - Collecting and delivering mail.
  - Manage and book travel, flights and accommodation for staff.
  - Take stock and arrange quotes and purchase of office equipment /stationery.
  - Participate in induction process for new starters ensuring systems are ready for their first day.
  - Act as local First Aid Officer and Fire Warden including maintaining qualifications as necessary.
- Undertake other duties and projects as directed.

## **Organisational obligations**

- Share our values and have a strong commitment to improving the lives of survivors of child abuse.

- First Nations cultural competency – to work in ways that recognise and counteract privilege and bias, and appreciate the values, traditions, belief systems, and experience of First Nations People.
- Demonstrate an active and dedicated commitment to knowmore’s Purpose, Vision and Values.
- Commitment to working within and supporting knowmore’s practice framework (trauma-informed culturally safe, person-centred).
- Comply with knowmore’s Policies and Procedures.
- Observe all legal and legislative requirements.
- Ensure a high level of confidentiality and integrity.
- Assist in the development of, and participate in knowmore’s initiatives, projects and events.
- Cultivate productive and collaborative working relationships and outcomes through open an inclusive planning, continuous improvement and transparent work practices.
- Liaise with others in a professional, respectful and constructive manner.
- Take reasonable care to protect their health and safety and the health and safety of others.
- To engage in professional supervision and other reflective practice opportunities as required.

### **Qualifications and Other requirements**

- Sound knowledge of Aboriginal and Torres Strait Islander cultures inclusive of values, protocols and any other issues relevant to Aboriginal and Torres Strait Islander communities, in both urban, rural and remote areas of Australia.
- A sound understanding of the experiences and service needs of Stolen Generation Survivors and their descendants, with a particular focus on the Northern Territory, ACT and Jervis Bay areas.
- Knowledge and understanding of the dynamics, complexities and legal and social consequences of child sexual abuse.
- An understanding of culturally safe and trauma informed practices, including a demonstrated ability to engage effectively with clients who have been impacted by complex trauma.
- Excellent organisational, time management and administrative skills that support the capacity to prioritise and manage a diverse range of client matters and tasks in an effective and timely way.
- Maintain a high level of attention to detail in all activities but especially in record keeping and data entry.

- Highly developed interpersonal skills with the proven ability to build effective relationships and communicate with a diverse range of people both internally and externally.
- The ability to work both independently and collaboratively, flexibly and respectfully within a multi-disciplinary team to achieve high level operational performance.
- An awareness of issues of confidentiality and privacy relating to clients of a legal service and the ability to act professionally and within the boundaries of knowmore's practice.
- IT proficiency, with proven ability to use Microsoft Office and systems for recording data and reporting.

### **Other requirements**

A relevant tertiary qualification or professional accreditation (or substantial progress towards such a qualification), may be advantageous, though is not essential.

Holding a satisfactory National Police Records Check and a Working with Children Check.

The role may involve intrastate and interstate travel to deliver services to clients on an outreach basis, and to undertake community engagement activities. Accordingly, a current driver's licence is desirable.

*This job description is incorporated into the employment contract. It is intended as a guide and should not be viewed as an inflexible specification as it may be varied from time to time in light of strategic developments following discussion with the position holder. The role will be expected to work to agreed objectives, which should facilitate achievement of the key responsibilities in accordance with the performance review process.*