

Job Description

Position title	Aboriginal and Torres Strait Engagement Advisor
Location	All Locations
Reporting to	First Nations Engagement Manager
Updated	October 2024
knowmore values	Our people are expected to uphold our values of respect, courage, integrity, collaboration and innovation.

Role

knowmore provides free legal advice and support for survivors of child sexual abuse, this includes:

- talking to survivors about their options for redress or compensation
- giving legal advice and financial counselling if they are considering an application to the National Redress Scheme or if they receive a National Redress Scheme offer
- psychological support if required

We also provide free and independent legal advice and support for survivors under the Territories Stolen Generations Redress Scheme.

Given our clients experiences it is critical that our services are trauma informed and clients provided with not only legal advice but psychological support and financial counselling. We therefore provide clients with a multi-disciplinary support.

With over 40% of knowmore's clients being First Nations people it is essential that our services be culturally safe. In some states and territories this is closer to 80%. To ensure we do this, we have a First Nations Engagement Team which comprises a team of Aboriginal and Torre Strait Islander Engagement Advisors who work as part of a multi-disciplinary, trauma informed team to support First Nations people accessing our services.

To undertake this role you must identify as Aboriginal or Torres Strait Islander and be known and active in community.

Duties and Responsibilities

There are two main focuses of the role, direct client work and engagement with community.

Direct Client Work

Engagement with clients can be via Advice Lines or Appointments.

- You may be required to join an intake call to provide cultural support and safety to an Aboriginal or Torres Strait islander person who is ringing to enquire about

knowmore services or is meeting with a lawyer or financial counsellor about their application.

- You will be provided with a case load of clients, making sure they are ready and prepared to meet with a lawyer to discuss their claim/application
- Keep in touch with the client throughout the application process
- Provide time-critical and/or crisis responses when required to newly presenting Aboriginal and/or Torres Strait Islander clients (adults, children and young people), ensuring their cultural safety is maximised.
- Assist with screening and risk assessment processes and supported referrals to crisis and other support services if required.
- Work with other multidisciplinary team members as part of the triage team, including being 'on call' via the roster system.
- Attend meetings, whether phone or in person when the client meets with lawyers or financial counsellors as their application progresses
- Engage respectfully with other members of the inter disciplinary team to ensure the cultural safety and needs of the client are met

Outreach/Community Work

Community Outreach is an important part of the job. Nationally, knowmore staff regularly travel to communities to engage with clients and service providers.

Outreach groups comprise a multi disciplinary team, including lawyer, financial counsellor, social worker/counsellor and a male and female Aboriginal and Torres Strait Islander Engagement Adviser.

- Prior to outreach visits conduct planning, making contact with local agencies, providers, centres to inform and discuss the visit
- In community engage with the local providers, providing information about knowmore's services and how people can access the service
- Meet with clients and conduct clinical work.

Administrative Functions

- Case notes are to be completed for every client contact and uploaded in the client management system
- File notes are to be completed following community engagement on outreach visits

Contribute to building Cultural Safety and Awareness within knowmore

Every contact with a knowmore staff member is an opportunity to help grow cultural competency in individuals

With the Aboriginal and Torres Strait Islander Engagement Team:

- Contribute to development of policies, procedures
- staff cultural awareness programs,
- law reform and advocacy initiatives
- work with staff across knowmore, and at times other stakeholders, to develop and modify community education and advisory materials conveying messages about the work of knowmore with and for Aboriginal and Torres Strait Islander communities.

Key Skills required for the role.

- Strong leadership skills, in particular the ability to lead and engage with cross-functional teams.
- Relevant experience in a social or community welfare role, provide support services to First Nations people in community
- Relevant experience in managing strategic projects.
- Sound organizational Skills, demonstrated ability to manage multiple tasks and priorities.
- Excellent verbal and written communication, with demonstrated experience in influencing, engagement and negotiation.
- Good problem-solving skills with the ability to address challenges and find solutions.
- Familiarity with project management tools and methodologies.

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

Bachelor's degree relevant to knowmores service delivery or extensive experience supporting and working with mob

Holding a satisfactorily 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.

Application Process

Phone queries to:

Margie Coyne: 08 6117 7249

Jason Warrior: 08 8709 22747

Please send your resume and a cover letter explaining why you want to work for knowmore in this role to:

recruitment@knowmore.org.au

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.