



ALS

Aboriginal Legal Service (NSW/ACT) Limited

**Civil/Family and Work & Development
Order Field Officer**

Parramatta

**Temporary fulltime to 30 June 2017
May be extended**

This is an Aboriginal identified position

***Aboriginality being a genuine occupational qualification and is
Authorised under section 14(d) of the Anti-Discrimination Act 1977***

**Visit our website at www.alsnswact.org.au for extensive
information about our services**

Thank you for your interest in this Aboriginal /Torres Strait Islander Identified position with the ALS. Our Information Package contains the following:

- **Position Description**
- **Application Form**
- **Selection Criteria**
- **Application information**

Our Information Package contains a guide on how to respond to the Selection Criteria and information regarding the selection process for this position & our key policy areas.

If you would like more information about the ALS, please visit our website at www.alsnswact.org.au.

When have you completed the Application Form, responses to the Selection Criteria, Referee details, copied your Driver's Licence and attached a Resume, please send it a follows using Post, Email or Fax.

Send to Mr Roberts by close of business **20 March 2017**

**POST Mr Rob Roberts Practice Manager
Aboriginal Legal Service
PO Box 646 SURRY HILLS NSW 2010**
EMAIL rob.roberts@alsnswact.org.au
PHONE 02 8303 6699

APPLICATION CHECKLIST:

1. ALS Application Form
2. Responses to Selection Criteria
3. Recent CV
4. Referees names and contacts details
5. A copy of my current Drivers Licence

Applications for this position close on 20 March 2017

ORGANISATIONAL CONTEXT

The Aboriginal Legal Service (NSW/Limited) (ALS) commenced operations on 1 July 2006. The ALS provides legal services to Aboriginal clients across NSW/ACT. It was established as a Public Benevolent Institution and operates to assist economically and socially disadvantaged Aboriginal people to understand and protect their rights in the legal system.

The ALS Board, which consists of the Chairperson and 13 voting Directors includes the Chair and CEO plus 2 Honorary Directors, establishes the broad policies and strategic plan of the ALS. The ALS is the largest agency delivering legal services to Aboriginal clients in Australia, comprising a head office in Sydney (Red fern) and 23 offices in metropolitan, Practice and remote centers across NSW/ACT.

The key programs and services provided by the ALS include:

- Legal advice and referral for clients;
- Duty lawyer service in specified court locations;
- Criminal law advice and litigation;
- Care and protection law advice and litigation;
- Family law advice and litigation;
- Work and development orders information and referrals;
- Civil Law information and referrals;
- Policy reform initiatives;
- Community Legal Education and Outreach;
- Community Justice Program (Australian Capital Territory);
 - Prisoner Through Care
 - Interview Friends
 - Galambany Circle Sentencing Support.
- Royal Commission Into Institutional Responses to Child Sexual Abuse information & referrals;
- Custody Notification Scheme;
- Cooperative Service Delivery;
- Criminal Law information and referral support; and
- Auspicing of Justice Reinvest NSW
-
- Aboriginal Tenancy Service .

The ALS Difference

- ALS still provides the most remote legal assistance service, more than any other legal provider. In some remote areas we are the only lawyers available. No one else delivers services beyond Dubbo, NSW.
- Our lawyers visit every Court in NSW and ACT on court circuits. This is far more than any other legal service provider is achieving.
- Unlike other legal service providers, we work on Saturdays in various remote locations in the Bail court to ensure Aboriginal offenders are not locked up unnecessarily for three nights over the weekend. Some of our field officers are allowed by the courts to represent clients in Bail Court.
- Each ALS office is a community hub for the local township. When an Aboriginal person walks through the door their issue might be about housing, welfare payments, licensing, or family problems, or it might be a legal issue. Each office has local staff who are knowledgeable about their town and the services in it, and they provide every Aboriginal person that walks in with information, and they link people to the appropriate service provider, doctor, financial counsellor or otherwise.
- ALS staff members in urban, Practice and remote communities are essentially Ambassadors for the Service and in consulting and advocating for the legal needs of Aboriginal people.
- Staff regularly attends national, state, and local meetings, committees and forums.
- ALS is one of the largest Aboriginal community organisation employers in NSW, with over sixty Aboriginal employees, including lawyers, field officers, administration officers, managers, and the CEO.
- We are committed to up-skilling our Aboriginal staff and regularly provide further education and training opportunities.
- Each year our organisation is awarded a low-risk rating by the Australian Government Attorney-General.
- Huge numbers of ex ALS employees have gone on to become respected members of the legal fraternity as Judges, Magistrates, Barristers, or in policy areas in government.
- Through our Custody Notification Service, our attendance at national, state/territory and local meetings, and through our local community legal education inputs, we have had a positive cultural influence on organisations and people, including the NSW police force, Corrective Services, and Family and Community Services.

AGREEMENT BETWEEN ABORIGINAL LEGAL SERVICES (NSW/ACT) and LEGAL AID NSW FOR THE PROVISION OF SERVICES BY ABORIGINAL FIELD OFFICERS

Under a Statement of Commitment, Legal Aid NSW and ALS have agreed to work together to deliver high quality ,culturally appropriate legal services to Aboriginal people in relation to Civil & Family and Work and Development Order (WDO) matters.

PURPOSE OF POSITION

The overarching goal of the Program is to increase the access to justice for Aboriginal people, and in particular access to high quality, culturally appropriate legal services in civil and family law.

To ensure the successful relationship with Legal Aid NSW (LANSW) to deliver high quality, culturally appropriate legal services to Aboriginal people.

In particular appropriate legal services in relation to Civil & Family Law. Civil Law including Work & Development Order (WDO) matters.

To expand the WDO Scheme. WDOs allow eligible clients to work off fines by doing volunteer work, undertaking treatment programs or courses to improve their skills and ability to find work. The ALS, in partnership with Legal Aid, assists people to apply for WDOs and organisations to apply to become WDO Sponsors.

REPORTING RELATIONSHIPS

Manager: Practice Manager

Also reporting to the Practice Manager

Field Officer (Civil/Family/WDO) Moree
Field Officer (Civil & Family/WDO) Wollongong
Field Officer (Civil & Family/WDO) Lismore
Field Officer (Civil & Family/WDO) Newcastle

MAJOR DUTIES

- ✓ Promote the civil & family law interests of ALS and LANSW to Aboriginal communities
- ✓ Maintain and build links for ALS / LANSW and Aboriginal communities
- ✓ Identify legal problems for Aboriginal people and where make referrals to ALS &/or LANSW
- ✓ Assist clients with referral to non-legal service providers where required.
- ✓ Provide client liaison and support for Aboriginal clients with civil, family and care and protection matters, through activities such as a client

applying for a LANSW grant, locating clients and supporting clients to attend appointments & court

- ✓ Complete individual work plans ensuring the reports are consistently provided to management
- ✓ Deliver Community Legal Education (CLE) Programs
- ✓ Represent ALS & liaise with various relevant Communities and organisations
- ✓ Actively promote the activities of the unit within the ALS & LANSW
- ✓ Participate in ALS
 - Induction
 - Probation
 - Performance Management
 - Learning & Development
- ✓ Liaise with Not-for-profit organisations, government agencies and health practitioners who want to become WDO sponsors.
- ✓ Locate WDO sponsors for clients.
- ✓ Provide advice, assistance and education sessions for service providers interested in becoming approved WDO sponsors.
- ✓ Coordinating and facilitating outreach services and Community Legal Education in relation to fines and WDOs in collaboration with LANSW
- ✓ Participate in relevant LANSW training sessions –
- ✓ Other duties as directed by the Practice Manager

KEY CHALLENGES OR CONSTRAINTS

- Extensive number of Aboriginal clients in need;
- Operating with minimal supervision;
- Extensive urgent problem solving;
- Knowledge of Civil Law;
- Engagement of third party WDO providers;
- The position holder must manage work priorities in a high volume work

DECISION MAKING

The position holder makes decisions about prioritising allocated work, ensuring timely intervention when clients require assistance.

COMMUNICATION

Internal

The key relationship is with the Civil and Family/WDO Practice Manager. The position holder also interacts closely with Field Officer Colleagues, Regional Managers and Practice Managers.

External

Aboriginal Community organisations, WDO providers ,Legal Aid NSW Management & Solicitors , Government Departments, Non Government Agencies and various suppliers.

SELECTION CRITERIA -QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

1. Identifies as an Aboriginal or Torres Strait Islander person and is accepted as an Aboriginal or Torres Strait Islander person in the community in which he or she lives.
2. Knowledge and understanding of social justice issues affecting Aboriginal and Torres Strait Islander people involved in the legal system
3. Demonstrated ability to work independently as well as in a team environment.
4. Extensive knowledge of cultural community protocols
5. Good verbal and written communication
6. Ability to meet reporting deadlines
7. In circumstance allowing extensive travel with NSW at times overnight
8. NSW/ACT current drivers licence
9. PC skills- word & excel

Desirable

10. Experience working in an Aboriginal Community /Legal environment
11. Experience presenting Community Legal Education

Job notes

The successful applicant:

1. need to have a willingness to drive in metropolitan and country locations as well as a willingness to travel by plane and stay overnight or longer
2. will be required to maintain ALS Motor Vehicle & ALS Smart phone
3. will be required to undergo a Working With Children Check
4. may be required to obtain an Access to Correctional Centres Certificate
5. may be required to obtain a Criminal History clearance
6. actively participate in Cultural Awareness Training

Areas of Civil law in LANSW include the following:

- ✓ Housing law
- ✓ Consumer law including credit, debt and mortgage matters
- ✓ Discrimination law
- ✓ Guardianship law
- ✓ Veterans
- ✓ Legal help for victims of natural disasters
- ✓ **Civil Law Service for Aboriginal Communities**
- ✓ Coronial Inquest Unit
- ✓ Employment Law Services
- ✓ Homeless Outreach Legal Service
- ✓ Human Rights Committee
- ✓ Immigration Service
- ✓ Mental Health Advocacy Service
- ✓ Mortgage Hardship Service
- ✓ Older Person's Legal and Education Program

- ✓ Sexual Assault Communications Privilege Service
- ✓ Social Security Service
- ✓ Veterans' Advocacy Service
- ✓ **Work and Development Order Service**

BENEFITS

Salary grossed up due to Public Benevolent Institute status	Tax concession of \$ 15,900 per FBT year Those with HEC/Help debts are strongly encouraged to seek financial advice before entering into these arrangements.
10% Superannuation	0.5% above the current ATO requirement
Superannuation	Paid on <u>grossed- up salary</u> (if earning less than \$ 66,000)
6 days Special leave	Leave for culturally specific occasions, moving/relocating, family reasons and bereavement is allowed up to 6 days per year (total) for all Employees, plus an additional day for all Aboriginal staff on NAIDOC Day to acknowledge the Aboriginal community based nature of our organisation
Christmas Closure	Approximately 7 days plus public holidays. Paid without leave loading
4 weeks Annual leave	Paid with 17.5 % leave loading
Personal /carers leave	10 days per year Previously known a sick leave
Rostered Days Off	1 per month (if time accrued & requirements are met)
Study Leave	2 hours per week (if requirements are met)
Parental leave	Between 2 & 6 weeks depending on length of service
Loyalty bonus	See policy
Remote area allowance	Staff in 6 remote offices attract a taxable remote area allowance in addition to an agreed salary This remote locations are Bourke , Broken Hill, Griffith, Walgett & Moree Solicitors \$5,000 per annum Administration & Field Officers \$2,000 per annum
Mobile phone – specific roles only	With limited personal use
Motor vehicle– specific roles only	Personal use requiring an F BT payment fortnightly

HOW TO RESPOND TO THE SELECTION CRITERIA

1. Read the selection criteria (below) very carefully and establish what each one is asking. To do this, look for key words and determine what they mean. Some examples of key words frequently used are:
 - a. "Demonstrated" or "proven ability" mean that you should have successfully performed the duty or used the skill in the past. Actual experience rather than potential to perform the duty is required.
 - b. "An ability to rapidly acquire" means that if you do not already have the skills, knowledge and abilities you may demonstrate your potential to acquire these by comparing them to relevant tasks or responsibilities you have undertaken in previous positions or through study.
 - c. "Thorough", "sound" or "a high level" indicates that advanced skill or knowledge is required.
2. Ensure that you respond to all components of the selection criteria.
3. Relate the selection criteria back to the key duties and responsibilities for the position (see position description above) however remember that your response should focus on all of your relevant skills, knowledge and experience not just those relating to the duties and responsibilities for the position.
4. Address each selection criterion by outlining how your qualifications, experience, skills and abilities meet those required for the position.

Follow the guidelines below when responding to selection criteria. State each of the selection criteria as a heading and write your response underneath. Include the following in your response:

An initial statement

This should be a clear statement of how you meet the criterion. For example:

- "This is what I do"
- "I possess these skills"
- "My role as X demands that I..."

Supporting argument

Justify your initial statement by showing how you meet the criterion. Identify the key issues for each selection criterion and include these in your response. Provide 1 or 2 examples that best demonstrate your skills, knowledge or abilities and cover as many of the relevant key issues as possible. The examples need to include:

- Content - what occurred and what you did
- Context - your responsibility: whether you were in charge, responsible or part of a team that was responsible
- Outcome - what happened as a result? Was your work approved? Adopted? Successful?
- What difference did your work make to the organisation?

Validity statement

Validate your example by showing supporting evidence. For example:

- "Attached examples verify..."
- "Feedback from clients was..."

Concluding statement

Reinforce again why and how you meet the criterion. Relate your response back to the criterion. For example:

- "I believe that through this I have gained..."
- "This demonstrates..."
- It is your responsibility to convince the selection committee that you are the best candidate for the position. As the selection of candidates for interview is based solely on the information provided in the application, you must ensure that the information you provide is sufficient for the selection committee to assess the strength of your application.

SELECTION PROCESS REQUIREMENTS and KEY POLICY AREAS

All appointments to ALS are based on merit. This means that each applicant is assessed on merit against the knowledge, skills, abilities, experience, qualifications and standard of work performance identified in the position description and selection criteria.

Our Administration roles are Aboriginal and Torres Strait Islander identified

THE SELECTION PANEL

The selection panel is responsible for selecting the best suited candidate for the position. The selection is based on merit and the selected candidate will best satisfy the selection criteria. The selection committee must base its decision on material presented by the applicants in writing, at interview, and from referees. Interview candidates will be advised of the composition of the panel prior to interview.

Short listing

If there are a number of applicants for the position, the selection panel will assess each application in order to identify which applicants will be further assessed.

Interviews

The members of the selection panel have a variety of selection techniques available to them. The most common technique used in the ALS is the interview, which may take the form of:

- A structured interview in which a series of predetermined questions relating to the selection criteria are asked of each applicant. Additionally, questions may be asked which explore issues raised by the applicant's responses
- Case studies in which the panel gives the applicant a realistic scenario and asks them what they would do in the given situation

Applicants are ranked according to how well they address the selection criteria, both in their written application and during the interview.

Reference Check

In your application, nominate at least two referees who have first hand knowledge of your work performance - preferably your most recent supervisor.

Be sure that you state their name, position, organisation/department and phone number.

The checking of references is a technique that confirms or clarifies claims that you have made in your application, interview or other selection activities. At the end of the

interview process, the selection panel will contact the identified referees for those applicants who are being considered for the position.

If you have not mentioned your current supervisor as a referee, the selection panel may still wish to contact them if you are considered for appointment. Your consent will be required prior to any contact being made.

Your responsibilities to your referees

- Ask if they will act as a referee for you and notify them when you apply.
- Make sure that your referee is comfortable with your application and that they consider that you have the necessary skills to undertake this type of position.
- If you are short listed for an interview, give them a copy of the position description, which includes the selection criteria. This allows them time to think about their responses.

Appointment

As a result of the selection process, the "best fit "is offered the position. All applicants are advised in writing whether they are successful or unsuccessful.

To be appointed as a "Legal Administrator "with the ALS you must be an Aboriginal or Torres Strait Islander person (Aboriginality being a genuine occupational qualification and is Authorised under section 14(d) of the Anti-Discrimination Act 1977).

PROTECTION POLICY

ALS is committed to the safety and protection of clients in our care. As part of our policy regarding this, prospective applicants will need to give permission for the organisation to conduct a Criminal History Check and if appropriate a Working with Children Check. Applicants are also asked to agree to provide information about any outstanding charges and, in the event of employment, agree to advise of any charges referred throughout the period of employment.

PROFESSIONAL AND ETHICAL CONDUCT

ALS has a responsibility to its stakeholders to ensure the professional and ethical conduct of its employees. As such it is important that prospective applicants understand the core values of our Code of Conduct policy as the standard of conduct required. These core values are:

- Treat all the people that we come in to contact with respect and dignity
- Uphold the law, respect community standards, and act accordingly
- Use ALS property responsibly and in the best interests of ALS and its reputation, and
- Accept that we are responsible for our actions and accountable for the consequences.

EQUAL EMPLOYMENT OPPORTUNITY

ALS is committed to Equal Employment Opportunity (EEO) and providing a working environment free from discrimination, intimidation, victimisation and harassment (direct or indirect). ALS applies EEO principles to all recruitment and selection activities.

ALS values its EEO and Anti-Discrimination Policy which aims to create an environment where all workers are valued and respected and have opportunities to develop their full potential and pursue a career path of their choice.

WORK HEALTH and SAFETY (WHS)

ALS is committed to providing a safe and healthy working environment. The organisation will adhere to all relevant laws and regulations regarding safety and is implementing a comprehensive WHS Program focused upon consultation and continuous improvement.

Essential Application Form

This is an Application Form for the position. You must complete this form if you are applying for the position.

Please complete this form using BLOCK letters.

If a question has the word **OPTIONAL** next to it, you do not have to fill that part in. You can, but it's your choice.

Information provided on this form will be used for the short-listing process. It is your responsibility to demonstrate, on this form, what makes you suitable for employment at the ALS. ALS reserves the right to exclude any application from the selection process when the instructions outlined on this form have not been followed.

PERSONAL DETAILS

First Name:

Surname:

Date of Birth (optional):

Address:

Telephone:

Mobile:

Email:

DRIVERS LICENCE

Do you have a current valid Driver's Licence? Yes No

If yes, please provide a copy of your Drivers Licence with your application form.

WHAT POSITION ARE YOU APPLYING FOR?

How did you hear about this position? Please circle.

- ALS Website
- ALS Facebook
- ALS Employee
- Koori Mail
- Ourmob.com
- Seek
- Ethical Jobs
- Community Emails
- Community Board
- Others

PLACEMENT LOCATION

The ALS has offices in Wollongong, Parramatta, Lismore, Moree, Newcastle, and Nowra
~~Which is your first choice?~~

HEALTH (Optional)

Do you have any medical conditions or disabilities which the ALS should be aware of? This question is asked to enable consideration to be given to the provision of **CONFIDENTIAL** assistance to you, if you request such assistance. This would be to your benefit in the event of an emergency.

CONVICTIONS

A conviction for certain offences does not necessarily deter an applicant from obtaining employment.

Have you been charged or convicted of a criminal offence, a child related offence, or a domestic violence related offence?

Yes

No

If yes, give details _____

Please provide details if you are currently subject to a Court Order (including an AVO - Apprehended Violence Order or an interstate or overseas equivalent)

REFEREES

Please give details of two referees from any suitable person you have worked with before, like an employer. You may also provide details of somebody respected in the community who has known you for a long time. (Referees must be 18 years old or older and cannot be directly related to you).

A WRITTEN REFERENCE FROM THE TWO REFEREES IS PREFERRED.

Name:

Address:

Phone:

Name:

Address:

Phone:

DECLARATIONS

I hereby certify that the information I have provided on this form and in the attached documents is true and correct in every respect.

I hereby certify that if I am successful in obtaining a placement at ALS, I will comply with all lawful and reasonable directions from my manager.

I hereby certify that by signing this Application form that I authorise the ALS to contact either by letter, telephone or any other means, any person/organisation that the ALS considers necessary to confirm any of the information I have provided in this Application form. I also acknowledge that, if necessary, the ALS may need to obtain other information about me, for example conducting a Criminal Reference Check / Working with Children Check.

I understand that any misrepresentation by me will lead to the withdrawal of any offer of employment or my employment being terminated.

Signed:

Date:

APPLICATION CHECKLIST:

- 1. An Application Form**
- 2. Responses to Selection Criteria**
- 3. Resume or ALS résumé form**
- 4. Referees names and contacts details**
- 5. A copy of my current drivers licence**