POSITION DESCRIPTION
COMMUNITY ENGAGEMENT/ADMINISTRATION OFFICER
CAAFLU Aboriginal Corporation

TITLE	CLASSIFICATION	LOCATION
COMMUNITY ENGAGEMENT/ ADMINISTRATION OFFICER	AS03-AS06 As per CAAFLU Collective Agreement	TENNANT CREEK
RESPONSIBLE TO	SUBORDINATES	POSITION REVIEW
CEO	NIL	6 MONTHLY

Where possible, this position is to be held by an Indigenous Australian.

PURPOSE:

Central Australian Aboriginal Family Legal Unit (CAAFLU) is a holistic and multidisciplinary justice, advocacy and referral service for Aboriginal victims of family violence and sexual assault. Each team member is required to work in a holistic, multidisciplinary, and collaborative manner.

This position will assist with the delivery of culturally appropriate programs and services regarding family violence to Aboriginal families in the Barkly Region. It will provide receptionist, administrative and client service support for the CAAFLU Tennant Creek office.

PRIMARY RESPONSIBILITIES:

1. Ensure a high level of confidentiality is maintained at all times.
2. Provide receptionist support to CAAFLU's Tennant Creek team including answering telephone calls, dealing with visitors and daily mail collection.
3. Provide administrative support to CAAFLU's Tennant Creek team including opening and maintaining client files and database entries.

4. Provide support to CAAFLU's Legal team including providing advice to the legal officer of cultural issues that may affect client services, applications and outcomes.
5. Provide support to CAAFLU's clients including the provision of preliminary assistance to clients seeking legal advice and explaining the legal processes with regard to family violence. Also attending Court and other agencies (eg Centrelink, Housing) for assistance with transportation, information and advocacy.

OTHER RESPONSIBILITIES:

6. Manage own workload and meet deadlines.
7. Work independently and as a team member to meet the desired objectives of CAAFLU.
8. Liaise with and establish networks that assist in the development of educational programs regarding family violence and support regarding community initiatives in reducing family violence.
9. Liaise with relevant organisation in the Barkly Region, and where applicable, develop protocols for referral and explain to non-Aboriginal organisations about Aboriginal culture, lifestyles and issues.
10. Collect statistical information about clients and community work to contribute to the data and reporting.
11. Act in a professional manner upholding the values and policies for the Family Violence Prevention Legal Services (FVPLS).

CAAFLU Aboriginal Corporation
SELECTION CRITERIA
COMMUNITY ENGAGEMENT/ADMINISTRATION OFFICER

ESSENTIAL

1. A strong identification and ability to liaise effectively with Aboriginal people and knowledge of Barkly & Central Australian Aboriginal communities, culture, laws and traditions.
2. An understanding and empathy with the legal issues faced by the Aboriginal community.
3. Proven ability to handle a busy reception area.
4. A high standard of written and verbal communication and demonstrated commitment to maintain confidentiality.

5. The ability to see an issue and give appropriate information readily.
6. Demonstrate ability to prioritise and manage own work load, meet deadlines and at times work under pressure.
7. Proven ability to work independently or as part of a multi-skilled team to achieve organisational goals and objectives.
8. Proven ability to initiate, plan and conduct both internal and external meetings, as well as educational workshops.
9. Ability to adhere to the principles of EEO, OH&S, Access & Equity, Confidentiality and other organisational policies.
10. Sound experience in the use of Microsoft computer packages including Outlook and Word.
11. Current Driver's Licence.

DESIRABLE

1. Some knowledge of the Northern Territory Legal System and the Law with an ability to understand legal concepts.
2. Knowledge of, or the ability to, acquire information regarding family violence issues affecting Aboriginal women throughout the Barkly region.