



POSITION

DESCRIPTION

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| Service/Program: | Hume Riverina Community Legal Service (HRCLS) |
| Position Title: | Community & Legal Engagement Worker – Women’s Outreach NSW |
| Probation Period: | 6 months from commencement |
| Position Base: | 27-29 Stanley Street, Wodonga but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation. |
| Award: | Community Legal Centres Multi Business Agreement 2006-2009 |
| Classification: | Social & Community Services Worker |
| Level: | Level 5 |
| Hours of Work: | Full Time – 38 hours p.w. Contracted hours are according to Employment Conditions form that may change as agreed from time to time. |
| Tenure: | Ongoing employment subject to available funding appropriate to supporting the position. |
| Travel: | Travel local/regional on a regular basis is required using an Agency vehicle. |

1. POSITION CONTEXT & SUMMARY OF POSITION

Consistent with the Agency mission, Strengthening Families to Build Vibrant Communities, the Hume Riverina Community Legal Service (HRCLS) is a program auspiced by Upper Murray Family Care (UMFC). HRCLS is part of a national community legal sector, providing legal assistance to people experiencing financial disadvantage or otherwise disadvantaged in their access to justice in North East Victoria and the Southern Riverina of NSW. HRCLS prioritises working in partnerships and using early intervention strategies such as community development, legal education and law and policy reform projects to inform, strengthen and empower the community we serve.

This position has been made possible due to funding received through the National Legal Assistance Partnership 2020-25 (NLAP) from the Commonwealth for the delivery of legal assistance services to women experiencing or at risk of domestic and family violence in NSW rural communities including Deniliquin, Finley and Corowa. Our funding will be used to deepen our partnership with the Women’s Domestic Violence Court

Advocacy Service (“WDVCAS”) and to build on existing relationships with local agencies in the targeted communities.

Under the direction of the Manager & Principal Lawyer, the primary role of the Community & Legal Engagement Worker (CLEW) is to be present within the NSW catchment to engage with the community, build relationships and develop and strengthen the partnerships / relationships, particularly between HRCLS and WDVCAS and the Local Courts. The CLEW will build the capacity of partnered staff and clients to address legal problems through early intervention, building knowledge and understanding of the law and helping to break down the barriers in accessing legal services in regional areas. The CLEW will support the lawyers in providing intake, triage and risk assessment support together with the provision of information & referral to clients affected by domestic and family violence. The CLEW will provide community legal education (CLE), undertaking community development, policy development and law reform/advocacy. This role includes working in partnership with WDVCAS & working collaboratively with other service providers. There is also a component of broader network & sector responsibilities which include maintaining and promoting relationships with Specialist CLCs, active involvement in sector & HJP networks etc.

2. COMMUNICATION WITH OTHERS

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| Position supervised by: | Manager & Principal Lawyer |
| Supervises directly: | Nil |
| Communicates internally primarily with: | HRCLS staff including the targeted domestic violence ONE project team, family law / family violence team, NSW Outreach team, volunteers & students and other relevant staff within UMFC. |
| Communicates externally primarily with: | Clients, WDVCAS staff, Local Court staff, external project evaluator, other Community Agencies, specialist CLCs, HJP networks, peak bodies e.g. CLCNSW, police and local legal practitioners. |

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the Upper Murray Family Care values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1

Under the direction of the Manager & Principal Lawyer and in conjunction with the ONE lawyers, develop and embed an intake, triage/risk assessment model for clients accessing the service through WDVCAS, Local Courts and other key agencies providing services to women experiencing or at risk of domestic and family violence.

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| <p>KRA 3.2</p> <p>Engage with and build the knowledge and capacity of WDVCS and Local Court staff and clients together with the project lawyers by way of:</p> <ul style="list-style-type: none"> • CLE; • Group Work and Projects in conjunction with the key staff/teams; • Attending relevant meetings held by stakeholders e.g. staff meetings |
| <p>KRA 3.3</p> <p>Develop and maintain strategic partnership with WDVCS for the purpose of engaging ‘at risk’ clients with legal issues and services through:</p> <ul style="list-style-type: none"> • Regular partner meetings; • Participating in relevant network, health & wellbeing services meetings, working groups, regional community events and public forums; • Distributing promotional material, media releases, social media presence, community legal information and resources. |
| <p>KRA 3.4</p> <p>Under the direction of the Manager & Principal Lawyer and in conjunction with the ONE lawyers, co-ordinate the development, facilitation and delivery of Law Reform, CLE and professional development, targeting clients experiencing or at risk of domestic and family violence as well as relevant service providers/staff in accordance with the ONE Project Plan and requirements set out within Funding Agreements, Strategic Plan, Community Legal Service/Centre Program Plan (CLSP/CLCP) and workplan.</p> |
| <p>KRA 3.5</p> <p>Together with the Manager & Principal Lawyer and ONE lawyers develop and implement project plan/work plan, work with the project evaluator/s and ensure that all reporting and funding and service delivery requirements are met.</p> |
| <p>KRA 3.6</p> <p>In accordance with the Cooperative Legal Service Delivery (CLSD) Funding Agreement, provide coordination support to the Greater Albury CLSD program by:</p> <ul style="list-style-type: none"> • Convening and providing secretariat support for up to four CLSD Program Partnership meetings each year; • Establishing formal and informal mechanisms to promote awareness of the CLSD Program Partnership and the exchange of the information between CLSD Program regional partners; • Assist the CLSD Program Partnership to achieve its objectives by helping partners to identify service priorities for their region and to develop, implement and monitor projects and initiatives to address those priorities; |
| <p>KRA 3.7</p> <p>Provide support to other HRCLS lawyers, solicitor and paralegal volunteers, non-legal volunteers, law/PLT students as required.</p> |

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| KRA 3.8 Proactively promote and support a culture of child safety and relevant cultural connection for all children including Aboriginal and Torres Strait Island children, those with disability and CALD. |
| KRA 3.9 Contribute to the creation and maintenance of a culture that reflects the Agency values of participation, respect, excellence, justice and honesty. |
| KRA 3.10 Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements. |
| KRA 3.11 Actively undertake all OHS requirements appropriate to the position & consistent with legal obligation and UMFC culture, policy and procedure. |
| KRA 3.12 Other duties/delegations as directed, relevant to the main focus of the position. |

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Standing/walking - Frequent
- Computer based tasks – Frequent
- Driving – Frequent
- Lifting – Frequent
- Twisting/carrying - Frequent

5. KEY SELECTION CRITERIA

QUALIFICATIONS/EXPERIENCE:

- 5.1 A tertiary qualification in law or associated field preferred, including social work, education, community development, or other appropriate field.
- 5.2 Ability to engage and empathise with vulnerable and marginalised people, including Aboriginal and Torres Strait Islander People and those who have experiences trauma.

PROJECT SKILLS:

- 5.3 Capacity to work collaboratively either in an integrated service/health justice partnership including an understanding of the principles of working in partnership and managing stakeholders effectively or willingness to learn.
- 5.4 Capacity to build relationships with other professionals and communities.
- 5.5 Ability to collect and analyse data as well as participate in the development and implementation project plans.

- 5.6 Capacity to prepare, develop & present Community Legal Education/professional development/webinars/presentations.
- 5.7 Capacity to be involved in law reform and advocacy work.
- 5.8 Ability to reflect on own practice, seek and listen to feedback, and adapt practice as required.
- 5.9 Ability to work autonomously whilst recognising own limitations and need for support.
- 5.10 Ability to prioritise work effectively to meet deadlines whilst responding to the needs of key partners and service users.

COMMUNICATION SKILLS:

- 5.11 Demonstrated ability to engage and empathise with 'at risk' service users with multiple and complex needs and those who have experienced trauma and/or are affected by poor mental health.
- 5.12 Well-developed verbal communication skills, including the ability to effectively communicate complex information to range of people, including First Nations People, via a variety of channels.
- 5.13 Demonstrated capacity to work collaboratively as part of a team and support a cohesive team environment.
- 5.14 High level computer literacy – e.g. MS Office software, videoconferencing facilities, and social media platforms.

5.15 PERSONAL ATTRIBUTES:

- **Positive attitude and team values** – ability to be a team player and to put into practice the UMFC values of participation, respect, excellence, justice and honesty.
- **Excellent interpersonal skills** – ability to build relationships with various groups of people (colleagues, other professionals, stakeholders, clients), assess situations and environment and adapt communication style to fit.
- **Resilient and adaptable** – ability to “adapt, improvise and overcome”.
- **Creative and innovative** – ability to take initiative, be innovative and a creative problem solver.
- **Emotional Intelligence/empathy** – ability to manage complex situations and stories of trauma from service providers and service users with empathy and an understanding of own wellbeing.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian & NSW Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 Evidence of full Covid-19 Vaccination
- 6.3 Current driver's license

7. WORK CHALLENGES/PRESSURES

- Time constraints and work commitments
- Working with clients' expectations and meeting their needs
- Dealing with distressed clients with multiple and complex needs
- Regular problem solving / challenges around various legal issues, referral options and cross border issues
- Understanding and dealing with funding requirements and funder expectations
- Establishing partnerships and working with service providers' expectations and understanding of legal issues within professional and ethical boundaries
- Understanding and participating in project evaluation by an external body or consultant

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or may be in smaller units.

9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
 - a) The knowledge, skills and attitudes required, and

b) My physical and psychological capacity to undertake the work.

2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description. This may include, but is not limited to:-
- any changes in the status of my driver's license
 - my ability to meet any required professional registration
 - any compliance requirements such as the DWES where relevant, WWC check and police check.

Signed: _____

Date: _____