



POSITION DESCRIPTION – PD022

Court Support Officer – Regional & Remote Full Time, Fixed Term

Aboriginal &/or Torres Strait Islander candidates only

A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY:

About us

The Aboriginal and Torres Strait Islander Legal Service (Qld) Limited (ATSILS), is a community-based public benevolent organisation established to provide professional and culturally competent legal services for Aboriginal and Torres Strait Islander people across Queensland. The founding organisation was established in 1973. We now have 25 Queensland offices and more than 190 personnel.

Our Vision is to be the leader in the delivery of innovative, professional and culturally competent legal and other support services. Our mission is to foster collaborative partnerships with our communities, key government and non-government stakeholders to influence positive change and deliver high quality legal and other support services for our people within or exposed to the justice system.

Purpose of the role

1. Interact with clients in a manner which provides them with a knowledge and understanding of the criminal justice system and their rights within it;
2. Assist legal staff in providing a service that is sensitive and responsive to the needs of clients.

This role encourages a personable, enthusiastic and organised social justice networker to provide support, information and encouragement at a time when clients are often at their most vulnerable. The majority of our client-demand provides excellent opportunity to work on the ground within the justice system – for example, at court, visiting watch-houses and correctional facilities so as to ensure that clients' legal rights are protected.

Opportunity

You will have frequent opportunity to provide information directly to clients, and work with our staff team and external stakeholders. You can rely on the State-wide resources of the Principal Legal Officer and ATSILS' Directors of Law (criminal, civil and family), outside of Brisbane with the Regional Manager and the local legal team with whom you will work.

A corporate services team based in Brisbane provides administrative, public relations, and human resources support; locally, administration support with management ensures a strong back-up is in place.

B. REPORTING STRUCTURE:

Duties are performed under the guidance and direction of the Chief Executive Officer, Principal Legal Officer, Director of Criminal Law, and outside of the Brisbane office, the Regional Manager.





C. SELECTION CRITERIA

ESSENTIAL CRITERIA (6)

1. **Values:** Alignment to the values and vision of ATSILS and an appreciation of and sensitivity to the challenges our clients have faced, and continue to face, in their right to and fight for justice and equity;
2. **Identified position:** Be an Aboriginal and/or Torres Strait Islander person who both identifies and is recognised as such within the community from which he or she originates or currently resides;
3. **Core knowledge:** Demonstrated knowledge of the criminal justice system; e.g. diversionary alternatives available, client rights upon detention or arrest;
4. **Multi-skilling:** Post-court file management paperwork responsibilities means that sound administrative and computer-literacy abilities (e.g. Microsoft Office via a Windows network and use of the Internet). This includes an ability to professionally maintain a central diary of commitments, use keyboard skills (typing) and keep files/administrative records in order - plus strong oral and written skills are essential;
5. **Confidence in providing timely assistance to clients:** to those held in custody; to those attending court; and to those seeking information over the phone, internet or by visiting an ATSILS office. Further, a preparedness to work varying shifts of duty including after hours (and on-call);
6. **Mobility, access and safety:**
 - a current **Queensland Driver licence** and ability to drive in all reasonable conditions;
 - a willingness to undergo a **criminal record check to achieve a National Police Certificate** (Australia-wide Disclosable Criminal History).

Entry to correctional/detention facilities and watch-houses is an essential component of discharging a Court Support Officer's duties. Candidates may be required to disclose conduct (criminal convictions, prosecution investigations etc.,) that may result in access to the above facilities being denied. To this end, a preferred candidate must be prepared to consent to a **criminal history check** being conducted (if requested).

Note: A criminal history does not automatically preclude selection for interview, and a preliminary check can be discussed with the Human Resources Manager after a candidate has been shortlisted for interview.

DESIRABLE CRITERIA (5)

7. Current First Aid Certificate, workplace health and safety representative training;
8. Database entry and reporting skills highly regarded;
9. Qualifications in legal studies, law, social sciences, justice, advocacy, Aboriginal or Torres Strait Islander community development, or current enrolment in any of these tertiary courses;
10. Experience in working in an Aboriginal or Torres Strait Islander-owned community organisation.

These selection criteria and your responses must be entered into the ATSILS Recruitment Form or online. This form is available from <http://www.atsils.org.au/job-vacancies>.





D. CORE DUTIES

1. Attend courts as directed (including appearing before courts upon remands etc.).
2. Obtain detailed instructions, both oral and written from clients for legal staff members' information.
3. Attend correctional facilities, Police Stations, watchhouses and other establishments as required to assist clients in ensuring their legal rights are protected.
4. Attend to post-court file management duties in support of legal staff to enable them to focus on delivering legal services.
5. Participate in any circuit court or after-hours on-call duties as required.
6. Provide preliminary telephone assistance to clients ("information" not "advice"), including ATSILS service information and referral to other agencies, in a prompt and culturally competent manner.
7. Act as a liaison between non-Indigenous staff and clients so as to establish an atmosphere of trust and understanding in accordance with the *ATSILS Code of Conduct*.
8. Represent (as directed) ATSILS within the community by attending (and if required, presenting at) meetings, functions etc., in a manner consistent with ATSILS' role, objectives and relevant policy, eg. *Code of Conduct*.
9. Develop an approved networking system within the local community and enhance that networking through the development of professional relationships with key personnel within the criminal justice system; provide feedback to management regarding local community issues.
10. Ensure a central diary of commitments (and associated correspondence) is maintained in support of efficient and effective teamwork and operations.
11. Be prepared to transfer to another of our offices (on either a temporary or long-term basis) if required. Such is done in consultation with the staff member.
12. Assume other reasonable duties which might be determined by management.

E. TEAM, COMMUNICATION & QUALITY IMPROVEMENT DUTIES

1. Undertake study or training which might be determined by the CEO, and contribute to the professional development of other team-members as required.
2. Take part in workplace health and safety compliance; support other team members to do the same and ensure compliance to outreach and community safety procedures.
3. Contribute to a supportive team environment, through various workplace activities.
4. Participate in annual appraisal of own work, and attend and document regular supervision sessions with the staff to whom you report.





F. CORE COMPETENCIES

Your performance as a Court Support Officer will be evaluated on the following facets:

- Ability to communicate effectively in a culturally competent manner with clients and their families, providing clear information and education consistent with ATSILS' charter.
- Data and file management, and office paperwork is organised, reported, complete, and accessible.
- Quality of instructions in writing is precise.
- Development of supportive, positive and consistent relationships with your team members, embracing diversity and suggesting viable improvements.
- Ability to juggle competing schedules, inside and outside the office environment reflecting your strong organisational skill, initiative, reliability, resilience and flexibility;
- Development of an ability to handle yourself calmly in difficult situations, building trust and confidence within the work network.

G. ATSILS Qld Contract and Location

- This position attracts a remuneration package and conditions as per the ATSILS Contract. The starting gross salary is from \$47,000 (plus superannuation and leave loading) and ranges above this figure dependent upon experience, location and legal qualifications up to \$64,800.
- Our standard full-time, fixed term contract is offered, subject to performance and funding. Additionally, under ATO regulations, we offer an optional tax-free salary sacrifice threshold which considerably reduces taxable income.
- ATSILS offers study leave, for approved work-related courses after a qualifying period.
- The Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd adheres to the tenets of Equal Opportunity Employment.
- **Location:** ATSILS regional and remote offices – eg. Bundaberg, Cairns, Charleville, Hervey Bay, Mackay, Mt Isa and Normanton, Murgon, Rockhampton, Thursday Island, Toowoomba, Townsville. (Metropolitan roles have a similar position description and relate to Southport, Beenleigh, Ipswich, Brisbane, and Strathpine.)

For further information please contact:

Human Resources Manager

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