**JOB DESCRIPTION - CASE WORKER**

**The Organisation**

The North and North West Community Legal Service is a regionally based generalist legal service which strives to support the least advantaged members of our community, especially those who have difficulty accessing the legal system.

With an office located in Armidale, our staff travel considerable distances on a regular basis to provide legal advice, Court appearance and other support throughout the New England and North West regions of NSW.

Our small, tight-knit team assists communities within our catchment area with the following matters:

* Family law issues (excluding property settlement matters)
* Criminal Law/AVO’s (court liaison service at Armidale and Glen Innes Local Court)
* Consumer Complaints
* Credit and Debt Issues
* Discrimination
* Employment Law
* Youth Issues
* Victims Support
* Wills, Powers of Attorney, and Enduring Guardianships
* Neighbourhood Disputes
* Domestic/Family Violence issues

**Hours**

* The position is funded for 35 hours per week (Monday to Friday between 9:00am - 1:00pm & 2:00pm - 5:00pm).
* Hours may vary for the purposes of circuit delivery.

**Award and Salary**

* Social, Community, Home Care and Disability Services Industry (SCHADSI) Award Level 4.2 - $41.82 p/h.
* The position is funded for a fixed term contract concluding on 31 March 2022.
* Salary packaging is available.
* Travel reimbursement for work purposes as per Award.
* Accommodation and meal allowances are payable for extended trips.

**Location**

* The position is located at 215 Beardy Street, Armidale, NSW 2350, the office of the North & North West Community Legal Service Inc.
* This is a regional position and the area to be serviced is the north and north west region of New South Wales.
* Travel to major population centres as part of the Service’s outreach is required on a regular basis.

**Position Context**

* The North & North West Community Legal Service is a not-for-profit organisation operating as a generalist community legal service
* The Service provides legal assistance within its catchment area, especially to those who are unsure about their needs, uncertain about where to go for assistance, or who are unable to afford the assistance of a private solicitor.

**Purpose of Position**

* To work collaboratively with solicitor and administrative staff as part of a multi-disciplinary team to provide:
  + case work services for non-legal matters;
  + short term case management;
  + counselling/assistance to clients experiencing vulnerabilities; and
  + support for the resolution of clients’ legal matters
  + casework support for solicitors

**Dimensions of the Position**

* The Case Worker is required to exercise a high degree of personal responsibility for the giving of support to clients and the management of casework.
* They are required to work as a team member in a community based organisation and to contribute to the overall functioning of the Service through involvement in organisational management, planning, policy development and client service.

**Responsible To**

* The Principal Solicitor
* The Management Committee of NNWCLS

**Duties**

**Objective 1: Targeted Interventions:**

* Engage with clients of the Service and identifying opportunities for non-legal supports to be provided.
* As appropriate, conduct a needs assessment, develop and coordinate case plans including goal setting, case review, referral and exit planning.
* Provide guidance and support, practical assistance, information, referral, crisis intervention, counselling and other support to clients in line with their case plan.
* Undertake ongoing risk assessments and develop or review safety plans as needed.
* Participate in casework meetings and other processes designed to support case allocation.
* Work closely with Solicitors to achieve outcomes for clients that will improve their wellbeing and support resolution of their legal issues. For instance, provide support and referrals to ensure relevant needs are addressed in areas such as housing, income security, financial management, parenting support, children’s support services, and general health and wellbeing support.
* Assist clients and staff to identify relevant non-legal issues and advocate for access to relevant services.

**Objective 2: Network, referral, advocacy, law reform, community education and training:**

* Develop and maintain effective working relationships with relevant government and non-government agencies.
* Represent the Service in relevant networks and forums in the legal and community sector.
* In collaboration with other team members, undertake Service promotion, presentations, and community education.

**Objective 3: Organisational expectations:**

* Adhere to NNWCLS’s philosophy, policies, and procedures.
* Maintain accurate client records and data, including case notes and CLASS database records.
* Participate in regular professional supervision.
* Undertake professional development in line with requirements.
* Attend regular staff meetings and participate in Service planning.
* Assist with general administrative duties as required, including answering phone calls, casework support to solicitors and data entry.
* Assist with any other duties as reasonably directed by the Principal Solicitor.

**Selection criteria**

**Essential:**

1. Tertiary education in case/support work or related discipline or significant experience working with disadvantaged members of the community.
2. Demonstrated commitment to social justice.
3. Ability to work collaboratively, independently and creatively in a multi-disciplinary practice to support the integration of legal and social practice to improve outcomes for clients. This includes liaising, consulting and collaborating with professionals from a non-social work background.
4. Demonstrated high level case management experience. Experience working with people with complex needs including people with disabilities, people who have experienced violence and abuse, Aboriginal and Torres Strait Islander people, older people, and/or people with mental health issues.
5. Demonstrated ability to provide culturally appropriate trauma-informed practice.
6. Well-developed interpersonal, written and verbal communication skills including the ability to build effective referral and support networks across the sector to assist clients.
7. Current NSW driver’s licence.
8. Current National Police check (or willingness to obtain such)
9. Current Working with Children Check (or willingness to obtain such)

**Desirable:**

1. Experience working in the legal system or with solicitors.

**Further Details**

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply.

Address applications, including a cover letter, selection criteria and resume to the Acting Principal Solicitor, Mr Niel van der Linde, at PO Box 857 Armidale, NSW 2350 or by email to nnwcls@gmail.com.

**Please note** **that Applications that do not address the selection criteria will not be considered.**

For all inquiries please email nnwcls@gmail.com or call [02 6772 8100](tel:02%206772%208100). A copy of the job description can be downloaded from our website: www.nnwcls.org.au.

Closing date for applications: **5pm Friday 24 September 2021**