

**Type:** Identified role. Ongoing(subject to funding), Full time

**Reporting to:** Manager, Aboriginal and Torres Strait Islander Engagement Team

**Location:** Melbourne, Brisbane knowmore offices

#### Role

The main purpose of this role is to assist Aboriginal and Torres Strait Islander clients of knowmore to receive legal assistance, working closely with other multi-disciplinary team members to deliver services in a culturally safe and respectful manner.

This role reports directly to the Manager, Aboriginal and Torres Strait Islander Engagement Team, who has inclusive responsibility for the day to day management, activities and practices of the Aboriginal and Torres Strait Islander Engagement Team across knowmore.

This role delivers front line services and case management as part of knowmore's multi-disciplinary model. The role will also participate in projects and activities involving internal and external stakeholders from time to time.

Guided by the organisation's service plan, the role will involve regular intrastate, and some interstate travel (for up to a week at a time), including regular visits to urban, regional and remote areas of Australia to deliver services to clients on an outreach basis and to undertake community engagement activities. Accordingly, a current driver's licence is highly desired, along with the ability and willingness to travel, including to remote communities for up to a week at a time.

To be appointed to the role, an applicant will also need to comply with the requirements of any applicable legislation relating to legal practice (i.e. not be a person disqualified from employment by a legal practice) and will also need to meet the entry requirements for professional visitors to correctional centres across Australia.

#### About knowmore

knowmore was established by the National Association of Community Legal Centres in 2013 as a national, independent community legal service to provide free legal assistance to people engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse. From its inception, knowmore has delivered integrated, multi-disciplinary, trauma-informed and culturally safe services to survivors of child sexual abuse across Australia.

The Royal Commission handed down its final report in December 2017 and knowmore now has an important role in supporting implementation of the Commission's recommendations.

Services are provided by knowmore's team of lawyers, Aboriginal and Torres Strait Islander Engagement Advisors, social workers, counsellors and operations staff through a national phone line and face-to-face services in key locations, supported by a comprehensive program of outreach and community engagement across Australia. Services are provided from a national network of offices currently located in Sydney, Melbourne, and Brisbane.

#### Duties and Responsibilities

- Assist and support Aboriginal and Torres Strait Islander clients of knowmore to engage with knowmore and to receive legal assistance and to obtain and complete any necessary documentation.
- Assist and support clients with their transition to other service providers as part of knowmore's referral pathways.
- Assist and advise other knowmore staff to deliver service activities in a culturally safe and respectful way as an integral part of knowmore's multi-disciplinary model.
- Capture and record service data to reflect knowmore's clients and activities, and to support knowmore's continuous improvement and reporting obligations.
- Build and maintain good working relationships with other legal assistance services who employ Aboriginal and Torres Strait Islander peoples and/or deliver services to Aboriginal and Torres Strait Islander peoples, including the wider Community Legal Centre community, Aboriginal and Torres Strait Islander Legal Services and the Family Violence Prevention Legal Services, and Aboriginal and Torres Strait Islander medical, health and support services.
- Identify and maximize the use of appropriate Aboriginal and Torres Strait Islander networks, forums, peak bodies and agencies to enhance the performance of knowmore's functions, and represent knowmore at meetings and on working parties and committees as required.
- In consultation with the Manager of the Aboriginal and Torres Strait Islander Engagement team, contribute to maintaining and enhancing a working culture of best practice, including contributing to the development and implementation of policies and procedures for knowmore and ongoing Cultural Awareness programs for staff and undertaking other projects relating to Aboriginal and Torres Strait Islander issues as and when required.
- In consultation with the Manager, Aboriginal and Torres Strait Islander Engagement Team, work with staff across

knowmore, and at times other stakeholders, to develop and modify education and advisory materials conveying messages about the work of knowmore with and for Aboriginal and Torres Strait Islander Communities.

- In consultation with the Manager, Aboriginal and Torres Strait Islander Engagement Team, provide advice on specific service delivery issues related to Aboriginal and Torres Strait Islander issues and deliver community educational programs, including information about the role and functions of knowmore, to increase Aboriginal and Torres Strait Islander awareness of the assistance that knowmore can provide.
- Maintain and develop a sound knowledge of Aboriginal and Torres Strait Islander cultures, issues and protocols relevant to Aboriginal and Torres Strait Islander communities, in both urban, regional, rural and remote areas you are responsible for.
- Any other projects as required/requested.

#### Organisational Obligations

- Demonstrate an active and dedicated commitment to knowmore's Mission, Vision and Values.
- Comply with knowmore's Policies and Procedures.
- Observe all legal and legislative requirements.
- Ensure a high level of confidentiality and integrity.
- Assist in the development of, and participate in knowmore's initiatives, projects and events.
- Cultivate productive and collaborative working relationships and outcomes through open and inclusive planning, continuous improvement and transparent work practices.
- Liaise with others in a professional, respectful and constructive manner.
- Take reasonable care to protect their health and safety and the health and safety of other.

#### Selection Criteria

- Sound knowledge of Aboriginal and Torres Strait Islander cultures inclusive of values, protocols and any other issues relevant to Aboriginal and Torres Strait Islander communities, in both urban, rural and remote areas of Australia.
- Strong commitment to social justice and to meeting the legal, Cultural and related needs of Aboriginal and Torres Strait Islander peoples across the diverse Cultures that exist across Australia.
- Demonstrated experience working in a court support or legal services access, or similar, role.
- Demonstrated skills in communicating, consulting and negotiating with individuals and groups within Aboriginal and Torres Strait Islander communities and government agencies, on complex and sensitive Cultural issues.
- Sound communication skills, coupled with a strong understanding of Cultural context, and the ability to adapt to a variety of audiences.
- A demonstrated capacity to self-manage, including being able to work effectively with other disciplines in a multi-disciplinary team and deliver quality work to meet deadlines.
- Ability and willingness to travel and work interstate, as/if required for periods.
- Actively manage own workload and proactively manage self-care.

#### How to apply

Further Information about knowmore is available at [www.knowmore.org.au](http://www.knowmore.org.au)

#### Further Information

Inquiries about the role should be directed to **Ainsley Jardine-Wilson**, knowmore's Human Resources Manager, telephone: 02 8267 7400.

#### Your application must include:

- A cover letter outlining why you are applying for this position
- A resume with your skills, experience and qualifications
- A written response outlining your responses to the key selection criteria (maximum of four pages)

#### Applications should be emailed to:

**recruitment@knowmore.org.au**  
by 5.00pm on Friday 8 June 2018.

*\*\*To perform this role it is essential that the person who holds the position be an Aboriginal or Torres Strait Islander person who identifies and is recognised as such within their community.*

knowmore considers that being an Aboriginal person or a Torres Strait Islander is a genuine occupational requirement for this position under s42 of the Discrimination Act 1991 (ACT), s14 of the Anti-Discrimination Act 1977 (NSW), sub-s 35(1)(b)(ii) of the Anti-Discrimination Act 1996 (NT), s25 of the Anti-Discrimination Act 1991 (Qld), sub-s 56(2) of the Equal Opportunity Act 1984 (SA), s41 of the Anti-Discrimination Act 1998 (Tas), sub-s 26(3) or s28 of the Equal Opportunity Act 2010 (Vic), or s50 of the Equal Opportunity Act 1984 (WA).