

Information and Referral Officer

- **Newly created non-legal specialist family violence roles located in Ballarat, Shepparton & Dandenong**
- **Salary commensurate with experience, range: \$70,578 - \$91,333 plus superannuation**
- **Attractive employee benefits including salary packaging, ceremonial leave and access to our First Nations Staff Network**

About the role:

You will support people to easily access and receive family violence legal services in the Specialist Family Violence Courts (SFVCs) by managing effective triage, identifying risk, providing legal and non-legal information and referrals via services within the Court, telephone services, and webchat (when established) through clear and efficient communication.

You will also support the SFVC Project by working alongside legal services, Police, duty lawyers and court staff, VLA's Aboriginal Community Engagement Officer in the Shepparton and Ballarat offices (and The Orange Door in the future) to ensure people feel safe, supported, respected and have their legal and non-legal needs met in a timely manner.

About you:

You will have prior experience within a legal environment with practical knowledge of the law and procedure, particularly in the areas of family violence, child protection, criminal law and Commonwealth family law. You will be an observant problem solver with the ability to quickly identify issues, build trust, and form clear and practical solutions that are tailored to client's needs.

Crucial to your success in this role will be your ability to form strong working relationships with Court staff, community partners, Aboriginal legal services and family violence support services. You will be a team orientated person who values driven and committed to supporting their colleagues in achieving the best possible outcomes for clients and the wider community.

An understanding of cultural norms in working with Aboriginal and Torres Strait Islander clients will be highly regarded.

About Victoria Legal Aid:

Our vision is for a fair and just society where rights and responsibilities are upheld. With over 800 staff employed in 15 offices across Victoria, we help people with their legal problems by providing information, advice and education with a focus on the prevention and early resolution of legal problems. We also provide legal representation to those who need it most.

Employee benefits:

We offer attractive employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, family friendly policies and opportunities for professional development. Whilst the work is challenging, you will be rewarded with a culture that is focused on achieving quality outcomes for disadvantaged Victorians.

How to apply:

For further information regarding the role, to view a position description and how to apply please visit our careers page by clicking on the **FURTHER INFORMATION** web link below.

To protect your safety and the health and safety of our staff, interviews for this role will take place online. If shortlisted for an interview you will be provided with further information about the process.

Applications close by 11.59pm on Thursday 10 December 2020.

**CLICK FOR FURTHER INFORMATION
AND A LINK TO APPLY**