



TOP END WOMEN'S LEGAL SERVICE INC.

FREE LEGAL ADVICE FOR WOMEN

Advice | Information | Referral | Advocacy

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Administration Officer

POSITION TITLE:	Administration Officer
REPORTING TO:	Chief Executive Officer
CLASSIFICATION:	SCHADS Level 2.1 – 2.4, plus 10.5% superannuation (\$60,180.12 - \$65,661.44)
POSITION BASIS:	Full-time (38 hours per week)

ABOUT TEWLS

The Top End Women's Legal Service ('TEWLS') is a not-for-profit, specialist women's legal service focused on the advancement of women's rights. We provide integrated, holistic, trauma-informed, and culturally secure free legal and support services to women, and persons identifying as women, living in the Top End of the Northern Territory (primarily, the Greater Darwin region). We are an accredited community legal centre as well as a member of Women's Legal Services Australia.

TEWLS provides legal and support services in the areas of family, migration and civil law, with specific expertise held in respect of domestic, family and sexual violence ('DFSV'). As a specialist DFSV legal service, our multidisciplinary team provides legal advice, casework and representation (litigation), legal information and referral, and wraparound support services to our clients, with expertise in assisting clients with intersectional vulnerabilities, including Aboriginal and Torres Strait Islander women, culturally and linguistically diverse women, migrant women, women experiencing DFSV, women with a disability, and women experiencing financial disadvantage. Our client-centred practice model maintains a significant DFSV and family law legal practice, as well as migration law and an extensive civil law practice including in areas of tenancy and public housing, discrimination, sexual harassment, consumer law, complaints, child protection, and employment law.

TEWLS provides in-house services as well as outreach services for women incarcerated in the Darwin Correctional Centre, women seeking shelter at any of the four (4) women's shelters in the Greater Darwin, culturally and linguistically diverse women, migrant women, and Aboriginal and Torres Strait Islander women in six (6) town communities in the Greater Darwin region.

TEWLS also provides community legal education and input on law and policy development to build government and community capacity to work towards deeper legal and cultural change to redress power imbalances and address violence and gender inequality.

POSITION SUMMARY

Under the supervision of the TEWLS Chief Executive Officer, the Administration Officer will assist in the day-to-day operations of the service. The Administration Officer will provide high quality and culturally appropriate administrative and customer service support to the service and its client base, critical to the successful running of TEWLS.

The Administration Officer will have key responsibilities in respect of reception and telephone duties, directing and responding to enquiries, and data entry and collation. The Administration Officer will work within the current TEWLS administration and intake team, including Administration and Paralegal & Intake Officers.

Critically, the Administration Officer will have the skills and/or capacity to upskill to sensitively take instructions from clients who have experienced and/or are experiencing DFSV, child sexual abuse and other forms of discrimination and abuse by way of trauma-informed best practice principles and provide limited information and referral options within a trauma-informed framework.

KEY RESPONSIBILITIES

1. Service administration and support

- 1.1. Providing reception and administration support duties, including attending to enquiries received via phone, email and general correspondence.
- 1.2. Providing efficient and effective customer service to clients, including making client bookings and contributing to the maintenance of the TEWLS electronic office diary, and coordinating intake with the TEWLS Paralegal & Intake Officer team.
- 1.3. Coordinating the volunteer solicitor roster, including liaising with volunteer practitioners.
- 1.4. Organising and keeping tidy common office areas, including the kitchen and reception areas, to maintain a safe and secure working environment (per OH&S standards).

2. Data and record keeping

- 2.1. Entering/recording client and project data in the TEWLS Centre database (CLASS) and producing regular reports for practitioners as required.
- 2.2. Ensuring filing and record-keeping systems are maintained and current, including TEWLS' electronic file management system (MFiles).
- 2.3. Ensuring the security and confidentiality of data.
- 2.4. Contributing to the review and development of TEWLS record keeping processes, including templates.

3. *Reports and coordination*

- 3.1. Assisting with the organisation and preparation of funding reports, as required.
- 3.2. Assisting with the preparation for TEWLS Management Committee meetings, and other meetings and functions as required.
- 3.3. Assisting with the yearly audit of the service.
- 3.4. Assisting with the organisation and preparation of the TEWLS AGM, including notice requirements.

4. *Organisational responsibilities*

- 4.1. Accurately capturing all legal and non-legal service data through TEWLS' internal data and file management systems.
- 4.2. Attending regular TEWLS staff meetings and planning day sessions as required.
- 4.3. Undertaking ongoing professional development in accordance with TEWLS' policies and procedures, and in consultation with the TEWLS Chief Executive Officer.
- 4.4. Participating in regular performance discussions and development reviews.
- 4.5. Ensuring compliance with TEWLS' policies and procedures.
- 4.6. Such other projects, activities and duties that may be determined in collaboration with the TEWLS Chief Executive Officer and/or Principal Lawyer.

REQUIREMENTS

SELECTION CRITERIA

Essential:

1. A commitment to promoting the interests of women.
2. An understanding or capacity to develop an understanding and commitment to working in a trauma-informed framework.
3. Ability and/or capacity to communicate effectively with a wide range of stakeholders in a confident and respectful manner including culturally and linguistically diverse persons, and Aboriginal and Torres Strait Islander persons.
4. Demonstrated ability to deliver high quality customer/client service.
5. Demonstrated ability to perform and interact as an efficient and productive team member.
6. High level verbal and written communication skills, including a genuine and welcoming phone manner.
7. Proven strong level of initiative and organisational abilities, including time management skills and the ability to prioritise in a pressured environment.
8. Ability to deal with confidential and sensitive issues with discretion and integrity.
9. Holder of a current driver's licence.
10. Aptitude in using Microsoft computers and Microsoft Office programs (such as Word and Excel) necessary to complete required tasks.
11. Ability to provide a National Criminal History Check and obtain a Northern Territory Ochre Card, or already have these, if required.

Desirable:

1. An understanding of DFSV through a gendered violence lens.
2. Demonstrated resilience in working with clients who are experiencing or have experienced traumatic events.
3. Demonstrated experience in a legal environment, including data entry and electronic filing management systems.

4. Knowledge of services for women and children in the NT, including legal and non-legal support services.
5. Demonstrated language skills other than English will be highly regarded.