

# Position Description

## Just Healthy Families Project Officer

women's  
legal  
service  
tasmania

### POSITION DETAILS

Employment Status	<b>Full Time</b>
Classification	<b>SCHADS Level 5</b>
Reports To	<b>Assistant Principal Solicitor/Principal Solicitor</b>
Location	<b>Hobart/Launceston/Burnie</b>



### ORGANISATIONAL OVERVIEW

Women's Legal Service Tasmania (WLST) and Tasmania Legal Aid (TLA) have collaborated to offer Tasmania's first Health Justice Partnership – **Just Healthy Families** (JHF).

Both WLST and TLA run programs with a family violence focus, with WLST also being able to provide integrated social supports to clients experiencing family violence through financial counselling and social work. You can read more about each organisations approach to community legal assistance through their strategic plans found on their websites.

JHF partners with Child and Family Learning Centres (Department of Children, Education and Young People), Child Health and Parenting Centres (Department of Health), Hobart Women's Shelter, and other service providers such as community services, general practitioners and other allied health professionals. More information about how Health Justice Partnerships operate can be found through the [Health Justice Australia website](#).

The JHF program provides assistance across a range of legal areas including family law, child protection, family violence, housing, debt, and victims of crime compensation and aims to reduce the impact of family violence on all Tasmanians. We offer a unique and holistic service response to clients across the state with the goal of improving the safety and wellbeing of Tasmanian families and achieving gender equity. Our solicitors specialise in family violence and trauma informed practice.

Outside of JHF, WLST provides a statewide community legal service for women in Tasmania, providing legal advice and information about legal and non-legal options through a dedicated telephone advice line, as well as face to face appointments, community legal education, outreach, drafting of law reform submissions and referrals to appropriate support services. Our clients are also supported by in-house financial counselling and social work services. WLST operates from three offices in Hobart, Launceston, and Burnie.

WLST's mission is to promote justice, equality, and safety for women, particularly those who are disadvantaged or facing discrimination. WLST also auspice a Working Women's Centre.

*WLST is committed to protecting children, young people and other vulnerable people from harm and will require completion of screening checks prior to finalising employment.*

### POSITION OBJECTIVE

Under the supervision of the WLST Assistant Principal Solicitor or Principal Solicitor, the Project Officer will provide high level administrative support to enhance operational efficiency and service delivery across key areas of family law, family violence, and child safety. The role involves coordinating client interactions, managing documentation, supporting legal research, and assisting with the preparation of reports and promotional materials.

This role requires excellent communication and organisational skills and an ability to build close working relationships with a range of health and social service partners. This is an exciting opportunity for someone who enjoys a changing working environment, working out in the community and diversity in daily tasks.

Some intrastate travel may be required from time to time.

A full-time employee, the normal hours of work will be 38 hours per week, between 9:00am and 5:06pm, inclusive of a 30-minute lunch break.

## KEY ROLE RESPONSIBILITIES

### Administrative and Legal Services

- Assistance with administrative tasks including management of calendars, appointments, meetings and scheduling of visits to partner sites.
- Production of client correspondence and preparation of Court documents as required, specifically in the areas of family law, family violence and child safety matters.
- Document management including proofreading, producing file notes and attending to electronic and physical filing.
- Building strong relationships with clients and partner services, providing assistance with enquiries and proactively seeking information and instructions as appropriate.
- Preparation and circulation of agendas and minutes for the HJP partner meetings and coordination of meeting times and dates.
- Assisting solicitor to produce promotional materials for the HJP, including brochures and fact sheets.
- Data entry into a legal information database (with experience using Actionstep an advantage).
- Assisting the Operations Manager and Principal Solicitor to compile data reports for funding bodies and partners
- Under the guidance of solicitors, assist with taking instructions for and drafting of documents.
- Engaging in legal research and transcription of dictation as required.
- Assisting with the planning and production of materials for community legal education sessions, conferences, workshops or other stakeholder engagement.
- Completion of intake forms for new clients
- Assisting clients with warm referrals to other legal or non-legal service providers

### Organisational Responsibilities

- Carry out the responsibilities of the position in accordance with the Position Description, the funding requirements and the overarching vision, mission and values, policies and procedures and Strategic Plan of Women's Legal Service Tasmania.
- Collaborate with multidisciplinary teams, including financial counsellors and social workers, to provide holistic client services. Participate in regular case management meetings and contribute to team knowledge sharing.
- An ability to reflect on practice and to amend work practices to accommodate feedback, and exercise initiative in a dynamic and changing work environment to meet funding deliverables in a creative way.
- Demonstrate the competencies in accordance with Women's Legal Service Tasmania's Core Competency Model. For reference, the Social, Community, Home Care and Disability Services (SCHADS) Award competencies for Level 5 are listed within this document.

## KEY ROLE COMPETENCIES

### Universal Competencies

#### *Collaborative Approach*

- Takes time to listen to and understand the perspectives of others.
- Uses language that demonstrates respect for colleagues and stakeholders at all times.
- Helps others consider new perspectives
- Treats constructive feedback as a developmental opportunity
- Welcomes the opportunity to discuss competing points of view

#### *Diverse and Inclusive*

- Displays a willingness to engage with all people in a non-judgmental or non-discriminatory way.
- Demonstrates unconditional positive regard toward internal and external stakeholders.
- Ensures own conduct aligns with the values of WLST.
- Identifies and challenges behaviours that contravenes WLST values

#### *Efficient and Contemporary*

- Sets priorities and monitors workflows, including establishing programs and activities
- Meets commitments effectively and efficiently and delivers results on time
- Provides reports on progress of program activities including recommendations
- Undertakes significant projects and/or functions involving the use of analytical skills.

#### *Healthy Workplace*

- Practices self-care for good mental health and wellbeing.
- Recognises the significance of policy and procedures that guide workplace behaviours.
- Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organization.
- Monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation.

#### *Quality Practices*

- Displays motivation to engage in quality improvement projects and processes
- Demonstrates program effectiveness with data
- Undertakes analysis/design for the development and maintenance of projects in specialist areas.
- Improves practices, increasing effectiveness and achieving efficiency and actively supports the application of sound quality practices

#### *Organisational Culture*

- Actively engages in supervision and professional development opportunities
- Establishes, builds and sustains effective relationships with colleagues and stakeholders
- Acknowledges others' skills and expertise, encourages and contributes to the sharing of knowledge, and creates learning opportunities for others
- Provides expert advice to staff classified at a lower level and volunteers

### Client Related Competencies

#### *Evidence based best practice*

- Has an understanding of trauma and its impact across the lifespan
- Is able to complete comprehensive assessments, identify key stressors and plan support in response
- Identifies important issues for clients, (e.g. mental, physical, social, occupational and spiritual needs) and collaborates with other staff at WLST to integrate support
- Delivers a variety of appropriate interventions demonstrating a high level of knowledge and expertise
- Undertakes analysis/design for project development and/or complete programming in specialist areas
- Actively completes planning, study or research for particular projects, service design or implementation of procedures and presentation

### *Client focused*

- Establishes, builds and sustains effective relationships with clients and their supports
- Demonstrates respect for family member and carer roles acknowledging diverse family capacities and value systems
- Seeks feedback on client satisfaction and takes remedial action, as required
- Expresses hope and optimism, applying a strengths-based approach and valuing client and family/carer knowledge
- Seeks to understand service needs from the client's perspective and ensure that the client's standards are met
- Seeks to understand how the client relates to their own culture/s and community and, where relevant, how the client relates to the culture of their family/carers
- Anticipates client needs and recommends potential solutions in compliance with the Agency's regulations, rules and policies

### *Knowledge and application*

- Provides care and support to clients within the boundaries prescribed by law and professional, national and local requirements, and codes of ethical practice.
- Participates in professional development relevant to role and professional interests.
- Engages in reflective practice.
- Provides oversight, education and training for less experienced staff and peers in the delivery of interventions.
- Demonstrates to peers and less experienced staff members the use of a range of assessment tools including age specific, discipline specific and culturally relevant assessments.

### *Outcome evaluation*

- Invites and involves clients in providing feedback on services and in service planning.
- Demonstrates program effectiveness with data

## **Leadership Competencies**

### *Supporting and collaborating*

- Encourages and values input from others.
- Creates an environment of trust and open communication.

### *Critically evaluating*

- Is sought out by others for advice and solutions on how to best interpret and use information
- Establishes clear goals and outcomes for a work area
- Provides reports on progress of program activities, including recommendations

### *Achieving results*

- Sets priorities and monitors workflow in specific area
- Undertakes responsibility for a project/activity, including planning, co-ordination, implementation and administration

### *Leading and deciding*

- Provides expert advice to team members and management
- Actively leads others in achieving outcomes
- Operates as a specialist in a relevant discipline, making decisions in line with allocated delegations

### *Strategic thinking*

- Displays high level knowledge of the role of WLST, its structure and services

### *Managing resources*

- Looks for better ways to perform routine aspects of job or assignments.
- Puts things in sequential and/or logical order in preparation for accomplishing a goal.
- Identifies emerging risks and takes action to address.

## SELECTION CRITERIA TO BE ADDRESSED IN AN APPLICATION

### Essential

1. Knowledge and experience of effective administrative practices, with the demonstrated ability to prioritise tasks and achieve task completion to a high standard, with attention to detail. This includes the capacity to identify problems, propose practical solutions, and implement improvements in administrative workflows.
2. Excellent verbal communication and interpersonal skills, with the ability to engage effectively with diverse groups, including working collaboratively within a team environment, supporting colleagues and contributing to a positive workplace culture.
3. High level written communication skills, including the ability to maintain accurate and complete client files in accordance with Women's Legal Service Tasmania procedures, and the ability to draft complex reports, collating statistics to demonstrate program effectiveness and case studies highlighting client outcomes.
4. Demonstrated ability to be objective and to manage client related situations with empathy and understanding for people under stress, while maintaining confidentiality and an awareness of trauma informed principles.
5. Well-developed organisational and time management skills and ability to set priorities and monitor workflow.
6. Ability to adapt to changing priorities and organisational needs, demonstrating flexibility in managing tasks and responsibilities.
7. High level computer and system skills, including Microsoft Office suite, word processing, spreadsheets, databases, email and calendars, with competence in Apple computers preferred.
8. Hold a current Tasmanian Working with Vulnerable People (WWVP) Employment registration, and current and clear National Police Check (no more than twelve months old) or ability to obtain.

### Desirable

1. Some knowledge of integrated and trauma-informed practice, as well as a familiarity and understanding of the role and challenges faced by the community services sector.
2. Demonstrated success in developing and maintaining community networks.
3. Experience in using legal information programs such as Actionstep will be an advantage for this role.
4. Current First Aid Certificate.
5. Full driver's license.
6. Prepared to travel intrastate as required.