



## POSITION DESCRIPTION

<b>Position Title</b>	Client Support Officer
<b>Location</b>	Darwin or Katherine Office
<b>SCHADS Award Level</b>	Classification Level 1 or 2 ( <i>dependent on experience</i> )
<b>Remuneration</b>	Salary \$42,619.20 to \$56,131.40 (value of salary package \$46,515 to \$61,529 dependant on personal circumstances - as a Public Benevolent Institution (PBI) NAAFLS can offer up to \$15,899 per annum of the salary, Tax-free as a fringe benefit (conditions apply).
<b>Hours of work</b>	Monday to Thursday 8:15am – 4:30pm, Friday 8:30am – 4:00pm
<b>Employment Type</b>	Full-time ongoing position ( <i>subject to funding</i> )
<b>Superannuation</b>	9.50%
<b>Leave Entitlement</b>	6 weeks per annum plus 17.5% leave loading
<b>Reports To</b>	Manager Client Support
<b>Closing Date</b>	12 February 2021
<b>Special Measures</b>	This position is identified for an Aboriginal and/or Torres Strait Islander person and is intended to constitute a special measure under section 8 (1) of the <i>Racial Discrimination Act 1975 (Cth)</i> , and section 57 of the <i>Anti-Discrimination Act 1996 (NT)</i> .
<b>Information for Applicants</b>	Email applications including a one-page summary sheet outlining how you meet the selection criteria and your current resume/cv to <a href="mailto:hr@naafls.com.au">hr@naafls.com.au</a>
<b>Additional Information</b>	HR & Operations Manager on 08 8923 8200 or email <a href="mailto:hr@naafls.com.au">hr@naafls.com.au</a>

### Key Duties and Responsibilities:

1. Provide a high level of culturally appropriate non-legal support and information to NAAFLS' clients in Top End remote Aboriginal Communities including referral services, applications, appointments, etc.
2. Maintain accurate support files and timely data entry using NAAFLS' electronic file management and statistical information systems.
3. Maintain communication with clients, relevant stakeholders and agencies associated with NAAFLS service delivery areas.
4. Contribute to the ongoing development and maintenance of processes and procedures to ensure consistent and accurate services to clients.
5. Commit to travelling to remote communities for a period of up to 3 to 4 days on a regular basis.
6. Participate in organisational wide meetings, workshops and planning sessions as required.
7. Undertake other duties as directed by the Manager Client Support, Senior Client Support Officer and other Managers.

### Selection Criteria:

1. Knowledge and experience in administrative procedures, including records management.
2. Proven ability to communicate effectively and sensitively with Indigenous people in a service delivery environment.
3. High level attention to detail and demonstrated ability to work with/enter accurate and timely data and use a range of computer programs.
4. Demonstrated ability to perform as a reliable, productive and constructive team member.
5. High level organisational skills, demonstrating initiative and commitment to service delivery.
6. Availability to undertake overnight travel to remote communities, up to 2 x 4 day trips per month.
7. Ability to obtain a Working With Children Clearance (WWCC) and undergo a Criminal History Check.
8. Possess a current 'C' Class NT Drivers Licence