

POSITION TITLE: Cultural Liaison Officer
CLASSIFICATION: Administrative Service Officer Class 3

The Legal Aid Commission (ACT)

The Commission is established under the *Legal Aid Act 1977*. Its mission is to promote a just society in the Australian Capital Territory by:

- ensuring that vulnerable and disadvantaged people receive the legal services they need to protect their rights and interests
- developing an improved community understanding of the law, and
- seeking reform of laws that adversely affect those we assist.

Further information about the Commission can be found at <http://www.legalaidact.org.au>

The Position

The Cultural Liaison positions were established to assist Legal Aid ACT in identifying and delivering its services to meet the needs of multi-cultural groups in the ACT Community that may need an understanding and/or assistance with accessing the services provided by Legal Aid ACT and other legal assistance providers. The CLO provides administrative services for the development and establishment of programs to deliver culturally appropriate services and education to community members. Legal Aid ACT wishes to establish, increase and maintain relationships with the multi-cultural community through this position.

Essential duties and responsibilities

- Assist staff working with clients from a multi-cultural background, and ensure clients are supported and aware of their responsibilities and role in each stage of the legal process.
- Analyse clients' problems to develop and coordinate holistic solutions and arrange referrals of clients to appropriate agencies.
- Assist with client inquiries, and support clients at court and tribunal hearings.
- Establish and maintain good relationships and actively engage with community legal centres, non-legal and government agencies providing services to these communities to ensure agencies and their clients are aware of legal issues and how to obtain legal assistance.
- Assist in planning programs (including in community legal education, dispute resolution and outreach) to assist the community.

- Promote access and communication, including through arranging cultural awareness training for staff.
- Provide general administrative support including maintaining client contact files, records and referrals.
- Undertake other duties as directed.

Selection criteria

- Assist in establishing relationships and knowledge of a multi-cultural community and community groups in Canberra and surrounding region, or the ability to quickly acquire these.
- Demonstrated knowledge and sensitivity to cultural issues and other social and legal factors affecting these people, groups and communities in the Canberra and surrounding region.
- Good oral and written communication skills, conflict resolution and interpersonal skills and ability to present accurate and well-presented documents.
- Good analytical skills and the initiative to implement improvements in the workplace while considering relevant legal procedures.
- Ability to work in a team, accept direction, prioritise, and work with minimum supervision in a high pressure environment.
- Ability to use and learn a variety of computer software packages, including Word, Outlook, Excel and Visual Files.
- Appreciation and adherence to equal opportunity, industrial democracy and workplace health and safety principles, guidelines and policies.

Applications should specifically address each of the selection criteria. Short listing for interview and selection will be based on these selection criteria.

Eligibility/other requirements

Established links with multi-cultural community groups is highly desirable. A current driver's licence is desirable. COVID vaccination and booster management is a condition of employment.

Submission of your application

Applications for this position should be forwarded to hr@legalaidact.org.au

Or to:

HR Manager,
Legal Aid Commission (ACT),
GPO Box 512,
Canberra City ACT 2601

Applications for this position close **at 11:59pm on 3 June 2022.**