

POSITION DESCRIPTION

Position:	COMMUNITY ENGAGEMENT OFFICER <i>(First Nations Identified)</i>
Location:	Dubbo, New South Wales
Award:	Social, Community, Home Care and Disability Award 2010 (SCHADS)
Status:	Permanent, Full-time 35 hours per week, subject to ongoing funding.
Work Hours:	9:00 am to 4.30 pm (30 min lunch break)
Salary:	\$70,343 per annum plus superannuation. Fringe benefits, packaging available, relocation stipend negotiable.
Conditions	Probationary period six (6) months
Responsible to	Direct: Executive Officer , Indirect: Principal Solicitor and Management Committee

Organisation Overview

Western NSW Community Legal Centre (WNSWCLC) is a not-for-profit organisation dedicated to promoting access to justice for people experiencing disadvantage across Western New South Wales. We offer free legal advice, representation, community education, and referrals to ensure our communities are informed, supported, and empowered.

Based in Dubbo, our team delivers regular outreach to more than a dozen regional and remote communities, including Bourke, Mudgee, Walgett, Lightning Ridge, Cobar, Nyngan, and local correctional centres.

The specialist unit, Western Women's Legal Support (WWLS), plays a vital role in supporting women and their children affected by domestic and family violence. WWLS provides culturally safe, trauma-informed legal and non-legal support to help clients move forward with confidence and safety.

WNSWCLC is committed to working with compassion, respect, and a non-judgmental approach to ensure every client feels heard and supported. We also advocate for systemic change through law reform and empower the community through legal education.

Position Overview

The Community Engagement Officer is an integral to WNSWCLC, committed to enhancing relationships with First Nations communities across our service regions. Reporting directly to the Executive Officer, this position supports both our general legal services and the specialist domestic violence unit, Western Women's Legal Support (WWLS).

Grounded in community development principles, the role aims to:

- Foster trust and engagement between WNSWCLC and First Nations communities.
- Ensuring that our services are culturally safe, responsive, and effective.
- Facilitate access to non-legal services.
- Promote awareness and understanding of the justice system.
- Contribute to the Centre's commitment to cultural safety and inclusivity.

Duties and Responsibilities

1. Client Support and Referral Coordination

- Provide culturally appropriate non-legal assistance to First Nations clients, including help with forms, appointments, and navigating services.
- Maintain up-to-date knowledge of local support networks and services to enable warm referrals for social, health, housing, or other needs.
- Contribute to the intake process by gathering relevant information and assessing client needs

2. Community Engagement and Outreach

- Promote the services and build relationships of trust through ongoing engagement with First nations communities, organisations and stakeholders.
- Attend and participate in key community events such as NAIDOC Week, Reconciliation Week and other significant cultural occasions.
- Liaise with First Nations organisations, community groups, and interagencies to build partnerships and raise awareness of available services.
- Assist solicitors and legal educators in delivering outreach and community legal education in culturally safe and engaging ways.

3. Cultural Safety and Organisational Development

- Provide input into the development of culturally appropriate materials including pamphlets, factsheets, policies , procedures and education tools.
- Support the development and review of the Reconciliation Action Plan and contribute ideas for its implementation.
- Organise or support internal cultural awareness activities to improve staff understanding and engagement.

4. Community Legal Education

- Collaborate with WNSWCLC staff to identify community legal education needs within First Nations communities.
- Assist in the development and delivery of legal education sessions, ensuring content is accessible and culturally appropriate.
- Promote awareness of legal rights and WNSWCLC services through various outreach activities.

5. Organisation expectations

At WNSWCLC, every team member plays a vital role in building a fairer, more just society. As part of our team, you will be expected to:

- **Live Our Values:** Demonstrate your commitment to justice, equity, and compassion through your daily actions and decisions, embodying the WNSWCLC core values of respect, integrity, and community.
- **Uphold Standards:** Comply with all WNSWCLC policies and procedures, ensuring your work meets the highest professional and ethical standards.
- **Work Collaboratively:** Be an active part of a supportive, multi-disciplinary team where knowledge-sharing, empathy, and mutual respect are central to how we work.
- **Contribute to Growth:** Participate in the development, review, and refinement of WNSWCLC policies and practices, ensuring they stay responsive to community needs and sector best practices.
- **Stay Accountable:** Collect data and prepare timely reports in line with the Centre's requirements and obligations to funding bodies, contributing to transparency and continuous improvement.
- **Engage with Leadership:** Prepare regular reports for the Management Committee and actively participate in staff meetings and strategic planning days, where your input helps shape the direction of the WNSWCLC.
- **Pitch In Where Needed:** Assist with day-to-day administrative tasks, whether that's answering phones, making client appointments, or helping a colleague, because we believe no task is too small when it supports the greater good.
- **Be a Team Player:** Step in to assist with client work when colleagues are on leave, ensuring continuity of service and support for clients.
- **Support Rural Access to Justice:** Travel independently or with colleagues to rural and remote communities, correctional centres, and other outreach locations, including overnight stays (if required), delivering essential legal services to people who need them most.

- **Stay Adaptable:** Take on additional duties as needed, showing flexibility and commitment to the evolving needs of the Centre and the communities, we serve.
- **Respect Client Privacy:** Strictly adhere to the Centre's Information Barrier policy and procedures, safeguarding the confidentiality and trust of all clients.

Selection Criteria

Essential

1. Demonstrated experience working effectively and respectfully with First Nations communities.
2. Strong understanding of social justice principles and community development frameworks.
3. Excellent interpersonal, communication, and basic administrative skills.
4. Proven ability to work collaboratively in a multidisciplinary team environment.
5. Well-developed networking and relationship-building capabilities.
6. Current NSW Driver's Licence and ability to travel regularly, including overnight stays.

Desirable

1. Be First nations descent and identify
2. Previous experience working within a Community Legal Centre, women's support service, or social justice organisation.
3. A Certificate III in Community Services or willingness to undertake relevant training.

CERTIFICATION

WNSWCLC AUTHORISED OFFICER

I have reviewed and confirmed that this Position Description accurately reflects the role requirements.

Full Name	
Position	
Signature	
Date	

EMPLOYEE

I have read and agree to the duties and responsibilities outlined above. I acknowledge this document indicates the role and that I may be required to perform additional duties aligned to my skills and capabilities, as needed.

Full Name	
Position	
Signature	
Date	

This job description may be reviewed from time to time and/or in conjunction with your performance reviews.

Development Date	Review Date	Next Review Date
July 2023	June 2025	