



Queensland Indigenous Family Violence Legal Service  
**Client Support Officer**  
**Cairns**

QIFVLS is committed to assisting Aboriginal and Torres Strait Islander peoples who are victims of family violence and /or sexual assault. We do this by delivering culturally appropriate and free legal, support services and community education services.

We are seeking a passionate and driven **Client Support Officer** looking to make a difference in communities through community education, activities and support services. There is extensive travel to remote and isolated communities up and around the far north of Australia.

Your main responsibilities will include :

- Engage with the community and refer clients to QIFVLS legal support services.
- Engage with other service providers to facilitate referral processes for clients.
- Facilitate Community Education programs and activities for support groups.
- Assist with the provision of court support and information services to people who are victims or survivors of family violence and sexual assault.
- Arrangements for client meetings, diary management and travel plans together with the Solicitor.
- General office administrative duties such as answer the phone, mail distribution, pick up court documents, maintenance of the client file with relevant paperwork and other duties as required.

The successful candidate will possess :

- Certificate / Diploma in Social Welfare and/or Legal or equivalent experience
- Excellent communication and interpersonal skills
- Intermediate skills in Word, Excel and Outlook
- Strong organisational skills with the ability to handle multiple tasks simultaneously
- Previous experience working in social welfare and/or legal environment
- Team skills, initiative and the ability to work unsupervised
- A keen eye for detail and high level of personal ownership for tasks
- A current driver's license

***This position is an Aboriginal and Torres Strait Island identified position in accordance with Sections 25, 104, 105 of the Anti-discrimination Act 1991.***

We offer a competitive remuneration package including salary sacrifice and professional development.

Interested ?

Please send your cover letter and resume through to the HR Manager, [ndent@qifvls.com.au](mailto:ndent@qifvls.com.au)

Closing Date : Friday 23 January 2015