

POSITION DESCRIPTION



Client Services Officer, Justice Reinvestment

Northern Territory Program



About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Client Services Officer, Justice Reinvestment
PROGRAM:	Centre for Just Places
LOCATION:	Katherine
REPORTING RELATIONSHIPS:	This position reports to the Justice Reinvestment Lead This position doesn't have any direct reports
EFFECTIVE DATE:	October 2024

Position Purpose

- Support access to services for young people by making referrals, booking appointments, providing transport, and facilitating referral pathway.
- Provide support to young people while they are at court to ensure they understand processes, responsibilities and outcomes.
- Encourage young people to engage in support services and programs in a meaningful and constructive way.
- Work closely with the justice reinvestment team to oversee the operation, development and promotion of justice reinvestment.

Program Purpose

Northern Territory Program, Justice Reinvestment

Jesuit Social Services Northern Territory program is delivered across the Territory, including Darwin, Katherine, Tennant Creek and Alice Springs. We deliver Youth Justice Group Conferencing, Element Two of the Back on Track Program in Katherine and are strong advocates in Climate Justice.

Jesuit Social Services have been providing secretariat support to the Katherine Justice Reinvestment Group, known as 'K Town Justice- Working Group' and in April 2024, a proposal was submitted to deliver a Justice Reinvestment project under the consortia of Savanna Solutions, Jesuit Social Services and Flinders University.

The consortium will meet regularly and work closely to support all levels of the governance structure. This Justice Reinvestment project is community led and focused on establishing a local governance group to help break down silos, link government with community data and value add to existing programs. In addition, two circuit break initiatives will aim to break down barriers which prevent access to services for young people and improve education and employment pathways.

Northern Territory Programs

Northern Territory Programs are run from offices in Alice Springs, Katherine and Darwin.

Youth Justice Group Conferencing

- Jesuit Social Services' Youth Justice Group Conferencing program is based on restorative justice principles, offering a problem solving, rehabilitative approach to offending. It is a structured process, facilitated by an independent convenor who safely brings together people affected by the harm or conflict
- Contracted to deliver pre-sentence Youth Justice Group Conferencing in the Darwin, Palmerston and Katherine regions since 2017, and more recently extended to include Alice Springs and Tennant Creek
- Our work has a strong focus on supporting children and young people caught up in the youth justice system, through restorative, therapeutic and practical responses.

Element Two of the Back on Track program in Katherine

- A holistic program for young people aged 8 to 17 years who are in contact with or at risk of contact with the youth justice system. Its aims to divert young people away from the youth justice system by supporting them to re-establish the connections they need with family, school, culture and community
- Deliver this program in partnership with the Australian Childhood Foundation and 54 Reasons (previously Save the Children).

Enabling Climate justice

- Between 2019-2021, Jesuit Social Services partnered with ECNT and NTCOSS to host a series of workshops focusing on issues of climate justice in the Northern Territory.
- At the end of 2023, a Climate Justice project officer was recruited to coordinate a Climate Justice Alliance and to dedicate specific resourcing to climate justice advocacy in the Northern Territory.

Capacity Building

Governance

In 2010, Jesuit Social Services was invited by the Catholic Church to assist the mentoring and development of a sustainable governance process for the Eastern and Central Arrernte people residing in the remote community of Ltyente Apurte so that they could have more control over their own affairs. This work has led to the establishment of the Atyenhenge Atherre Aboriginal Corporation (AAAC) which today works to support the Ltyente Apurte Community to build a positive future for their families. Jesuit Social Services remains strongly connected to Ltyente Apurte and is represented on the AAAC Board.

Justice Reinvestment

Over the past 12 months, Jesuit Social Services have been providing secretariat support for the K Town Justice- Working Group to help determine what a justice reinvestment model could look like in the Katherine Community. In April 2024, the K Town Justice- Working Group were successful in receiving funding to deliver this project through a consortium made up of Savanna Solutions (a local Aboriginal organisation), Jesuit Social Services and Flinders University. This project will be carried out over two years, with three justice reinvestment roles employed by Jesuit Social Services.

Strengthening Service Delivery

Jesuit Social Services' Learning and Practice Development Unit has been travelling to Alice Springs for over ten years to deliver training in foundational practice areas such as Case Notes and File Record Keeping, Supervision, Case Management and Self Care.

Duties of the position

- Provide direct, relationship based and practical support to young people that will encourage maintained engagement with school and prosocial activities
- Promote and oversee intake and referral process to stakeholders
- Support the monitoring of budgets and spending in relation to participants and program costs
- Build, strengthen and maintain relationships and links with local community and key stakeholders from both government and non-government sectors
- Maintain impartiality and manage complex stakeholder views where agendas and priorities may differ
- Provide data and reporting to inform the direction of a justice reinvestment plan.

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. Demonstrated skills and experience in working effectively with young people involved in or at risk of involvement in the justice system and an understanding of factors that contribute to offending
3. High level of objectivity and capacity to work in a professional manner with vulnerable young people.
4. Capacity to work after hours and travel where required
5. Capacity to fulfil reporting and administrative requirements associated with the position

6. Ability to maintain positive and productive working relationships with a range of stakeholders, including community, government and non-government.

Key Performance Indicators

- Young people are receiving access to the services they need.
- Service planning, development and review - active contributions are made to the planning, development and evaluation of the justice reinvestment project and Jesuit Social Services
- Service agreement targets are met, and programs are delivered in a professional and accountable manner
- Networking- sound relationships are developed with funding bodies, partner agencies and broader community sector and community partners
- Timely and satisfactory completion of all administrative and reporting duties associated with the position.

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

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Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers License
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

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Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

_____ **Date:** _____

Position Description Approved by:

GM or ED

Position Description Review Date:

2 years from effective date

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