

Role Description

First Nations Paralegal and Intake Worker (Identified)

Organisation	Caxton Legal Centre
Business Unit/Practice	Social Work
Location	Brisbane
Reports to	Seniors Legal and Support Service Manager
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Grade/Band	Level 3
Approved By	CEO
Date of Approval	June 2023

Overview of Caxton

Caxton Legal Centre is a community legal centre whose purpose is to promote and protect human rights in Queensland through access to justice. Caxton provides accessible legal information so people know their rights and can prevent or respond to legal problems. Prioritising those who experience disadvantage, trauma and marginalization, Caxton provides free, high-quality legal assistance and social supports. Caxton advocates for reform to unfair laws, policies and systems. Working collaboratively with volunteers and community partners, Caxton reaches underserved populations. We do all of this to create a more just and inclusive Queensland.

Our values

Caxton approaches people and its work in the community with a commitment to:

- Accountability and Responsibility - going above and beyond what is expected
- Compassion and Empathy - showing our genuine concern for others
- Respect – valuing all people no matter what
- Integrity - saying and doing the right thing
- Collaboration - believing in the power of working with others

Primary purpose of the role

This role supports the activities of the Seniors Legal and Support Service (SLASS) which provides case managed legal assistance and social supports and community engagement activities across the Greater Brisbane Region to assist older people experiencing or at risk of experiencing elder abuse¹. The service partners with the Institute of Urban and Indigenous Health and also employs a First Nations Older Clients Liaison and Engagement Officer. This is a specialist role, performed at the Caxton office, to provide culturally appropriate intake, triage, information and referrals to older

¹ 'Elder abuse' is the term used by the Department of Seniors, Disability and Aboriginal and Torres Strait Islander Partnerships to describe acts occurring within a relationship of trust, which harm an older person. Such relationships may include those that older persons have with their adult children, spouses, carers or health professionals. Elder abuse can be of a physical, sexual, financial, psychological, or social nature and can also include neglect and cultural abuse.

Aboriginal and Torres Strait Islander people, their communities and organisations who support them. The role also performs paralegal duties within the multi-disciplinary team as a way of supporting First Nations law students to complete tertiary studies in law and gain relevant experience for career development.

Key accountabilities

The role of the First Nations Paralegal and Intake Worker includes:

- Conduct culturally appropriate intake processes to establish client rapport, identify client need, assess against eligibility criteria, triage for appropriate service access, book appointments and provide tailored information and referrals.
- Liaise with key Aboriginal and Torres Strait Islander organisations, groups, and networks to support intake and referral processes.
- Provide paralegal supports to the lawyers and social workers including by assisting with legal/advocacy tasks, providing court assistance, undertaking legal and policy research, and providing practical assistance as they deliver services to clients.
- Undertake administrative tasks including data entry, file management, conflict checking, and administering an intake inbox.
- Identify emerging issues associated with preventing and responding to older Aboriginal and Torres Strait Islander people at risk of or experiencing elder abuse.
- Participate in the development and implementation of appropriate strategies to enhance access to the Seniors Legal and Support Service and ensure its services/activities are delivered in a culturally appropriate manner.
- Contribute to the development of resources to raise awareness of elder abuse in First Nations communities.
- Contribute to Caxton's First Nations Plan and its activities and with other First Nations staff and volunteers, help to ensure that Caxton is culturally sensitive, safe, and welcoming to Aboriginal and Torres Strait Islander peoples and communities.

Key challenges

- Engaging with First Nations older people and communities who may have low awareness of the risks and impacts of elder abuse and with limited research/knowledge on what works to prevent and respond to elder abuse in First Nations communities
- Delivering the role within a non-Indigenous led organization

Key opportunities

To gain advocacy and paralegal experience and a strengthened human rights practice framework by working with a team of social workers and lawyers in a specialist area where the human rights of older people are promoted and protected.

Key relationships

Who	Why
Internal	
SLASS Managing Lawyer	<ul style="list-style-type: none">• The role reports to the SLASS Managing Lawyer
Practice Director	<ul style="list-style-type: none">• Any legal risk and oversight of the program/role will be managed by this Director
Lawyers, Social Workers and Intake Workers in the SLASS team	<ul style="list-style-type: none">• Work in partnership with colleagues to deliver activities, referral pathways and holistic client centred outcomes
External	
Clients	<ul style="list-style-type: none">• Provide safe, respectful client engagement
Key referral partners	<ul style="list-style-type: none">• We value good inward and outward referral pathways to support client connections and improved responsiveness to older First Nations clients

Essential requirements

It is a genuine occupational requirement that this position be filled by an Aboriginal and/or Torres Strait Islander person as permitted by and arguable under Section 25, 104 and 105 of the Anti-Discrimination Act (1991). Applicants must be able to demonstrate that they:

- a. Are of Aboriginal and/or Torres Strait Islander descent; and
- b. Identify as an Aboriginal and/or Torres Strait Islander person; and
- c. Are accepted as an Aboriginal and/or Torres Strait Islander person by the Aboriginal and Torres Strait Islander community in which they live; and
- d. Possess knowledge and understanding of Aboriginal and Torres Strait Islander culture and history.

To allow confirmation of eligibility to be considered for this role, the successful applicant will be required to assert their status in writing and also nominate a referee who is an Aboriginal and/or Torres Strait Islander who can confirm their status.

Other requirements of the role include:

1. A demonstrated ability to work collaboratively and communicate effectively with and within First Nations communities, to achieve defined outcomes
2. Undertaking a tertiary qualification in law or justice studies.
3. A driver's licence is required. However, reasonable adjustment will be considered.
4. A criminal history check, and a Working with Vulnerable People / Blue Card check will be undertaken for this position due to the nature of the work involved.
5. Depending on health laws and regulations, vaccinations can be mandatory in order to work with vulnerable clients and/or be in the workplace. For example, some clients live in residential age care facilities which at times are required by law/regulation to ensure visitors are vaccinated and wear personal protective equipment.

I acknowledge that I have received a copy of this Position Description and have read and fully understand all accountabilities, challenges and relationships contained within. I accept that I will observe them fully during my employment.

Staff member signature:

Staff member name:

Date: