

Legal Intake worker

1 x full time – 35 hours per week (12 month contract)

About us: Illawarra Legal Centre is a Centre rich in history, that is currently undergoing an exciting period of growth within our service.

ILC provides our community easy access to our person centred, multidisciplinary, wraparound service to address multiple complex legal needs through a collaborative work model.

ILC's people are dedicated, driven, person focused and committed to the principles of social justice and human rights.

The Legal Intake Worker is the first line of contact to our service for the community. This role is critical to providing access to our multidisciplinary services to people requiring support to manage their legal issues. This position conducts the intake of clients into our service via telephone and coming into the centre, sets telephone and face to face appointments for clients, provides referral to relevant services and ensures that clients are linked to the legal services best meeting their needs.

About you: You possess strong administration skills, preferably within a legal practice. You are organised and efficient, have excellent prioritisation skills, and you are detail oriented. Your people skills will be one of your best assets, alongside the ability to make people feel welcomed and valued. You have strong customer service experience and can provide people with an excellent service, in a timely manner. This is a busy role, and you will thrive under pressure.

SELECTION CRITERIA

Essential skills

- Administration Qualifications or extensive relevant experience (eg Within a legal Practice, Community Service)
- Excellent data entry skills
- Strong attention to detail and accuracy
- Demonstrated administration skills including excellent phone manner, client greeting, client intake, reception, and general administration skills
- High level organisational skills, task prioritisation skills and ability to work to deadlines
- Excellent oral and written communication and adaptability to varied audiences
- Excellent relationship building skills, particularly with diverse populations
- Strong task identification and task completion skills
- Understanding of, and sensitivity to, people with diverse needs accessing our service
- Ability to work within a collaborative team environment

Personal qualities

- Commitment to the philosophy of Community Legal Centres
- High levels of self-motivation and use of initiative
- Commitment to collaboration and team-based work
- Commitment to social justice, access, and equity
- Clear ethics and understanding of professional obligations

About ILC and our benefits

- A clear commitment to providing a safe, welcoming workplace. We provide equal opportunities regardless of gender identity, ethnicity, sexual orientation, disability, or age.
- Above Award conditions and pay
- A flexible work environment
- 5 weeks annual leave, plus 17.5% leave loading
- Salary Sacrifice (up to \$15900)
- Additional week off over Christmas/ New Year, in addition to annual leave
- Generous personal leave entitlements
- Employee Assistance Program
- Continued training and professional development opportunities

Salary

- \$70626- \$75731 (plus 10.5% Super + 17.5% Leave loading)
- Up to \$15900 salary sacrifice

Applications should be marked as confidential and addressed to:

Louise Farroway

Centre Coordinator

lfarroway@illawarrallegalcentre.org.au

Applications close 26th September 2022. Applications must address the Selection criteria to be considered.

Successful applicants will be notified of interview times and method via email.

Unsuccessful candidates will not be contacted.

ILLAWARRA LEGAL CENTRE
JOB DESCRIPTION: INTAKE OFFICER

ACCOUNTABILITY: The Reception & Administration Officer is ultimately accountable to the Management Committee of the Illawarra Legal Centre Inc. However, on a day-to-day basis the worker is accountable to the Centre Coordinator for their work practices and the Finance and Administration Manager for administrative and clerical work undertaken in the Centre.

DUTIES:

CLIENT SERVICE/ INTAKE:

1. Answer phones and receive clients within the centre
2. Identify the nature of the client's problem, refer clients or make appointments as appropriate
3. Record appropriate intake information and complete conflict checks
4. Utilise client databases to accurately record client information
5. Inform clients of services provided by ILC
6. Maintain updated information about referral services
7. Book interpreters

ADMINISTRATIVE:

8. Collect, open and register incoming mail and post outgoing mail
9. Organise and maintain pamphlets
10. Responsible for administrative support of the volunteer solicitor roster including preparing the roster and, confirming attendance of solicitors, finding replacement solicitors and updating solicitor contact details, etc
11. Maintain petty cash float and other administrative functions as required

GENERAL DUTIES

1. Adopt and promote the philosophy, constitution and programs of the organisation.
2. To attend and participate in all staff meetings.
3. To attend and participate in all management committee meetings, including resourcing the committee in relation to the legal practice and legal issues as required.
4. To perform all own administrative duties.
5. Participate in the staff roster for pro bono evening advice sessions in accordance with Centre policies.
6. Participate in other Centre activities as decided by staff and Management (for

example: planning days).

7. Undertake professional development activities as per the Centre's Staff Development policy.
8. Undertake other tasks as delegated by management.
9. Comply with relevant WH&S policies and procedures.
10. Undertake other tasks as directed by Management.