

Job Description

Legal Intake Worker



Job Description Fields	Details
Service	Illawarra Legal Centre
Grade/Year	***** (Illawarra Legal Centre Enterprise Agreement 2016)
Classification	Part time (33 hours per week)
Date of Approval	26 February 2024
Organisation Website	www.illawarralegalcentre.org.au

Organisation overview

Illawarra Legal Centre Inc (ILC) exists to support vulnerable and disadvantaged people to access free legal services and to recognise their legal rights.

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

Primary purpose of the role

The Legal Intake Worker is the first line of contact to our service for the community. This role is critical in 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, sets telephone and face to face appointments for clients, provides referrals to relevant services and ensures that clients are linked to the legal services best meeting their needs. This frontline position is reception based, undertaking all administrative and data entry duties relevant to the reception role.

Primary Responsibilities

- To deliver a professional and welcoming first contact with Illawarra Legal Centre
- Obtain relevant client information
- Book appointments for clients
- Complete intake processes for the service
- Ensure ease of service access for clients

Essential Criteria

1. Administration Qualifications or extensive relevant experience (eg Within a legal Practice)
2. Demonstrated administration skills including excellent phone manner, client greeting, appointment setting, client intake, data entry skills, reception, and general administration skills
3. Demonstrated high level attention to detail and accuracy, organisational skills, task prioritisation skills and ability to work to deadlines
4. Excellent communication and relationship building skills, particularly with diverse populations
5. Strong task identification and task completion skills, and use of initiative.
6. Ability to maintain confidentiality and privacy of personal information.
7. Ability to work in a front-line role, as part of a small team in a high pressure and busy office environment

Role accountability

Internal

Who	Why
Coordinator	<ul style="list-style-type: none"> The Coordinator oversees work practices of all employees of ILC.
Principal Solicitor	<ul style="list-style-type: none"> The Principal Solicitor oversees the legal practices of ILC.
Administration and Finance Manager	<ul style="list-style-type: none"> The Administration and Finance Manager oversees all administration roles
Administration and Engagement Coordinator	<ul style="list-style-type: none"> The Administration and Engagement Coordinator oversees direct work practices, processes and systems in intake

About you

What	How	Skill level
Manage Self You show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Demonstrate initiative and self-direction Look for and participate in opportunities to learn new skills and develop strengths Identify personal goals and work to achieve them Reflect on own work and performance Seek constructive feedback and guidance Demonstrate and maintain a high level of personal commitment to role 	Intermediate
Effective Communication You communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Deliver clear information to varying audiences Support others to be heard, listen attentively and encourage them to express their views Share information across teams to support client needs Write fluently in plain English across a variety of documents including notes, letters, emails 	High
Be client focussed You provide person centred services in line with best practices, organisational policy and procedure	<ul style="list-style-type: none"> Focus on providing clients with individual services to their unique situation Support a client-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to clients Assess client situations and provide information on available options 	Intermediate
Work Collaboratively You collaborate with others and value their contribution	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration across all roles Value and respect colleagues experience, ideas and respect individual views which differ from your own Support cooperation and reduce challenges to information sharing and communication across teams Identify opportunities to use the strengths of others to solve issues and develop better processes and approaches to work Actively seek solutions to help clients solve problems and improve services 	Intermediate

Demonstrate Accountability You are proactive and responsible for your own actions, reflect on your performance and strive to improve	<ul style="list-style-type: none"> • Be accountable and transparent with locations and times of work • Communicate absences from work or changes to plans as soon as practicable and with all relevant people • Ensure your actions are focused on achieving client and organisational outcomes • Plan and use annual leave focussing on self-care and in line with organisational budgets and other resources • Ensure training costs and other purchases are made seeking the best value for money and with sufficient time to minimise impact on organisational budget and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Participate in supervision to support achieving goals, improve practice and continuous improvement 	Intermediate
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Personal Qualities

What	Description	Level
Display Resilience and Courage	Be open and honest, prepared to express your views, hear differing views and willing to accept and commit to change	Intermediate
Act with honesty and integrity	Be ethical and professional, and uphold and promote ILC values	Intermediate
Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	High
Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Plan and Prioritise	Plan to achieve outcomes and respond flexibly to changing situations	Intermediate
Think and Solve Problems	Think, evaluate and consider all factors to develop practical solutions	Intermediate
Attention to detail	Deliver high levels of work, complete tasks and ensure minimal errors	Intermediate
Technology	Understand and use available technologies to work efficiently, complete data requirements	Intermediate

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.
- A flexible work environment

- 5 weeks annual leave, plus 17.5% leave loading (pro rata)
- Salary Sacrifice
- 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

- \$70400 - \$75500 (plus 11% Super + 17.5% Leave loading)
- Up to \$15,900 salary sacrifice

Applications should state the job role and be addressed to:

Catherine O'Neill

Administration and Finance Manager

Coneill@illawarralegalcentre.org.au

Applications close 13th March 2024. Applications must address the Essential criteria to be considered.

Applications sent via the “apply now” button will not be reviewed (for Seek applications only)

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

Unfortunately, unsuccessful applicants will not be contacted.

Legal Intake worker
1 x full time - 33 hours per week

About us: Illawarra Legal Centre is a Centre rich in history, that is currently undergoing an exciting period of change 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 in 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, sets telephone and face to face appointments for clients, provides referrals to relevant services and ensures that clients are linked to the legal services best meeting their needs. This frontline position is reception based, undertaking all administrative and data entry duties relevant to the reception role.

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

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6. Ability to maintain confidentiality and privacy of personal information.
7. Ability to work in a front-line role, as part of a small team in a high pressure and busy office 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