



Position Description

POSITION DETAILS

Job title:	Intake & Administration Officer
Classification level:	2
Service area:	Partnerships & Community Development/Legal Services
Primary Location:	Boronia
Reports to:	Manager – Client Services
Direct reports:	N/A
Employment status:	Full-time (38 hours per week), twelve month fixed-term contract with possibility of extension All positions at the Centre are subject to the continuation of external funding
Employment conditions:	In accordance with the Eastern Community Legal Centre Enterprise Agreement 2013-2016 and applicable legislation
Probationary period:	A three month probationary period applies, which may be extended by an additional three months. Employment may be terminated by the employee or ECLC within the probation period with two weeks written notice
Remuneration:	Salary package in the range of \$57,778.48 per annum comprising cash salary (\$52,146.64 per annum), employer funded superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992 (Cwth)</i> and leave loading on annual leave. In addition, the benefits of tax-effective salary packaging are available (including access to Accommodation and Meal Entertainment packaging)
Travel:	The position will require attendance at alternate locations, including other ECLC offices, in addition to occasional evening commitments. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed



EASTERN COMMUNITY LEGAL CENTRE

Eastern Community Legal Centre (ECLC) has been working with individuals and communities for over 40 years to resolve legal problems, improve laws and legal processes and alleviate socio-economic disadvantage, ECLC's vision is a community that respects and upholds human rights, fairness and justice.

ECLC provides legal services, including information and referral, education, advice and advocacy, primarily to people living in Boroondara, Manningham, Whitehorse, Maroondah, Knox and the Yarra Ranges, as well as some specific services in Monash.

ECLC aims to make legal help available to all those in the community who would otherwise not have access to a lawyer, whilst prioritising services and targeting programs to those who experience acute disadvantage.

POSITION CONTEXT

As a key member of the Assessment, Intake and Referral response (AIRR) Team, the Intake and Administration Officer will operate within the Centre's enhanced entry framework with a common purpose of providing holistic, high quality legal help to priority clients, thereby focusing resources where they are most needed.

AIRR team operations are centralised at the Centre's Boronia location, with ongoing support provided to its Box Hill and Healesville locations.

COLLABORATES WITH

ECLC management, employees and volunteers. Centre clients and members of the community.

DECISION MAKING AUTHORITY

In consultation with the Manager – Client Services, decision making authority regarding own and volunteers' day to day work flow.



KEY RESPONSIBILITY AREAS		
No.	Key Responsibilities	Performance Measures
1.	<p>Client Intake and Referral</p> <p>1.1 Collaborate with a team of intake and administration staff (employed and volunteer) in the delivery of professional services.</p> <p>1.2 Provide accessible, efficient and effective intake services to those seeking assistance including:</p> <ul style="list-style-type: none"> ○ information provision; ○ initial legal needs identification; and ○ risk assessment. <p>1.3 Inform people interacting with the legal practice about services available, eligibility criteria, their rights and responsibilities and complementary services.</p> <p>1.4 Ensure the intake and assessment system is responsive to the needs of all people interacting with the legal practice, in particular those from communities experiencing acute disadvantage, at risk or with complex needs.</p> <p>1.5 Provide referrals to a range of internal and external services to assist clients with their related needs, including the monitoring of referral effectiveness within the scope of the position.</p> <p>1.6 Maintain referral resources and registers.</p> <p>1.7 Maintain client and other records using electronic information management systems, providing statistical reports as required.</p> <p>1.8 Collaborate with both internal and external stakeholders to ensure intake and referral procedures are responsive to community need and in accordance with legal practice requirements.</p> <p>1.9 Provide advice, develop and implement improvements to practices, policies and procedures for intake and referral.</p>	<p>The AIRR team operates efficiently and cohesively.</p> <p>Client services, including risk and legal needs assessment, appointment-making, referrals and information provision are delivered in a timely and appropriate manner.</p> <p>Approved intake and referral processes are adhered to at all times.</p> <p>Effective working relationships are built and maintained with key partner agencies.</p> <p>Appropriate records are kept for compliance and reporting purposes.</p> <p>Effective and positive collaboration is maintained across the legal practice and wider sector.</p>
2.	<p>Administration and Information Management</p> <p>2.1 Provide advice, develop and implement improvements to practices, policies and procedures for administration and information management.</p> <p>2.2 Provide assistance with the maintenance and development of electronic information management systems.</p> <p>2.3 Provide assistance with the operation and maintenance of the computer network and associated technologies.</p>	<p>Approved administrative procedures are adhered to at all times.</p> <p>Effective and timely administrative support is provided within the scope of the position.</p>



<p>3. General</p> <p>3.1 Participate in supervision with the Manager – Client Services.</p> <p>3.2 Undertake training/professional development in consultation with the Manager – Client Services as required.</p> <p>3.3 Adhere to all ECLC centre policy and procedures.</p>	<p>Participate in regular planning</p> <p>ECLC policies and procedures adhered to at all times</p> <p>Timely reports to update on progress and operational changes</p>
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KEY SELECTION CRITERIA (QUALIFICATIONS, KNOWLEDGE & SKILLS, PERSONAL ATTRIBUTES)

Mandatory Qualifications

- Relevant qualifications in administration, business, community services or similar.

Desirable Qualifications

- 2-3 years of experience in administration/client services within a community sector setting.

Essential Knowledge & Skills

- High level of written and oral communication skills with a diverse range of people, community groups, agencies and government departments.
- Exceptional organisational and administrative skills.
- Ability to work independently as well as within a team environment and under the direction of a supervisor.
- Demonstrated capacity for resourcefulness, self-motivation with an ability to manage competing and complex work priorities.
- Ability to deliver services in a culturally sensitive manner to all segments of the community.
- Demonstrated experience working with vulnerable client groups and those with complex needs.
- Commitment to the principles of equity, access and social justice.

Desirable Knowledge and Skills

- Awareness of appropriate referral pathways (legal and non-legal).

Personal Attributes

- Ability to contribute to a positive working environment.
- Team orientation.
- Ability to work under pressure.
- Discrete and professional.
- Compassionate and empathetic.



MANDATORY REQUIREMENTS OF ALL EMPLOYEES

Commitment to ECLC Vision, Mission, Aim and Values

- Demonstrate commitment to the ECLC Vision, Mission, Aim and Values through employment activities and conduct

Engagement

- Actively participate in regular professional supervision, debriefing, performance reviews, centre planning and evaluation, professional development and relevant meetings

Integrity

- Adhere to expected standards of behaviour and demonstrate integrity as detailed in the ECLC Code of Conduct and centre policies and procedures

Inclusiveness

- Value social and cultural inclusiveness as a strength and engage positively through employment activities and conduct

Consumer/Client-Centred

- Prioritise the needs of consumers and clients, demonstrate commitment to client empowerment and works towards equitable access to legal services

Self-Referral

- It is Centre policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms

Pre-employment Verification

Appointment may be subject to satisfactory completion of screening requirements including but not limited to:

- provision of a current practising certificate (if relevant)
- A valid Employee Working With Children Check
- National Criminal History Check
- International Criminal History Check
- verification of work rights in Australia
- certified copies of qualifications



APPLICATION PROCESS

Applications must clearly address the key selection criteria. Applications that do not address the key selection criteria will not be considered.

Applications should be marked as *confidential* and emailed to the attention of:

Michael Smith
Chief Executive Officer
Eastern Community Legal Centre Inc.
Suite 3, Town Hall Hub
27 Bank Street, Box Hill 3128
employment@eclc.org.au

Applications close at Midnight, Sunday 20 January 2019

The recruitment process is expected to comprise two stages for short-listed applicants:

- A face-to-face interview with the selection panel; and
- Professional reference checks.

The selection panel may conduct additional interviews or assessments at its discretion.

Feedback will only be provided to interviewees on request.

Further Information: www.eclc.org.au

Questions: Please contact Chris Walsh, Director – Partnerships & Community Development on 0447 660 780.