

POSITION TITLE:	Administrative Services Officer		
REPORTS TO:	Administrative Services Manager, Family Dispute Resolution Service		
PROGRAM AREA:	Family Youth and Children's Law	LOCATION:	Melbourne
CLASSIFICATION:	VLA2	POSITION TYPE:	Ongoing

POSITION SUMMARY

To provide effective and efficient administrative support to a team of case managers, family dispute resolution practitioners and administrative staff within Victoria Legal Aid's (VLA's) Family Dispute Resolution Service.

RESPONSIBILITIES

1. Provide a wide range of administrative support services to the FDRS program including but not limited to word processing, data entry, file management using VLA's case management systems and reception services.
2. Triage client inquiries, record outcomes and provide internal or external referrals as appropriate.
3. Provide information and referrals to the public, legal practitioners and community agencies about Victoria Legal Aid (VLA) and external services.
4. Undertake FDRS administration duties including intake, co-ordination of conference bookings, including setting up and packing down conference rooms, and liaison with clients, VLA staff, FDRS chairperson and child consultant panel members, lawyers and others involved with the service.
5. Update and maintain VLA's client database and case management systems in accordance with policies, procedures and practice standards considering local operating requirements.
6. Assist the administrative services manager with:
 - a. the development and implementation of procedures to enhance the family dispute resolution and administrative work practices within the office and across VLA;
 - b. the day to day management functions including the training and orientation of new staff within the office;
 - c. managing FDRS events for external attendees, including setting up and packing down
 - d. community legal education seminars where necessary.

KEY SELECTION CRITERIA

1. Demonstrated capacity to provide administrative support including excellent organisational skills and the ability to prioritise workloads, meet timelines and work under pressure.
2. Demonstrated ability to provide client focused services in a complex, confidential and sensitive environment.
3. Sound interpersonal skills and the capacity to communicate with clients who are often people who are socially and economically disadvantaged, people with a disability or mental illness, children, the elderly and people from culturally and linguistically diverse backgrounds.
4. Sound problem solving and decision-making skills to ensure that clients and other members of the public receive efficient and effective delivery of VLA services.
5. Ability to learn new systems and processes quickly to ensure sound understanding and working knowledge of VLA's client databases.
6. Proficient word processing skills and experience in the use of Microsoft Office Suite.
7. Proven ability and commitment to working collaboratively in a team environment.
8. Knowledge of the work of VLA and a commitment to our vision and values.

QUALIFICATIONS/ EXPERIENCE

- Experience in providing administrative support ideally within a legal or social services environment (highly desirable).

OTHER RELEVANT INFORMATION

- To be eligible to apply for this position you must be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa.
- From time to time you may be required to travel between various office locations to deliver quality services to our clients or for professional development.
- Occupational health and safety responsibilities at Victoria Legal Aid:
- All staff at VLA are expected to champion proactive and positive health and safety practices in the workplace by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.

ORGANISATIONAL CONTEXT

VLA provides legal aid services to members of the community both in-house and through contracted private lawyers as well as by funding community legal centres. Our services include the provision of duty lawyers at courts, legal representation on individual cases, legal information, legal advice and community legal education, as well as legally-assisted family dispute resolution and independent non-legal mental health advocacy. VLA also conducts research into and makes submissions concerning legal aid and law reform issues.

ORGANISATIONAL CONTEXT

Our in-house practice is divided into four programs: Criminal Law, Family, Youth and Children's Law, Civil Justice and Access and Equity. VLA's Family, Youth and Children's Law (FYCL) Program assists people to resolve their family disputes to achieve safe, workable and child-focused parenting and care arrangements. We also assist parents to build their capacity to resolve future disputes without legal assistance.

VLA Family Dispute Resolution Service is located in the FYCL Program at Victoria Legal Aid. Five programs, led by an Executive Director, are included in FYCL: Family Dispute Resolution Service (FDRS), Family Law Services (including to parents in parenting and property disputes and as Independent Children's Lawyers), Family Violence, Child Support and Child Protection.

FDRS (led by the Manager, FDRS) provides legally-assisted family dispute resolution to assist families resolve disputes in relation to parenting issues, related property division, spousal and partner maintenance, adult child maintenance and international child abduction. Access to the service is through a grant of aid by one of the parties (which may include an Independent Children's Lawyer with a grant of aid). Case Managers assess matters for suitability for conference, suitability for Kids Talk (our child inclusive program), provide referrals to clients and prepare clients for conference (if appropriate). Experienced FDRPs (predominantly external) conduct conferences. Conferences may be either early intervention, where court proceedings have not commenced or litigation intervention, where matters are referred from court.

A team of 5 Administrative Services Officers provide administrative support across the FDRS program enabling clients to effectively and efficiently engage with our service. The Administrative Services Officers have a team leader, the Administrative Services Manager. The Administrative Services Manager and two Case Management Leaders report to the Managing Family Dispute Resolution Practitioner (FDRP), who is responsible for continuity of service to our clients and liaison with 13 external chairpersons. The Manager, Kids Talk manages VLA's Kids Talk Program and liaises with a panel of 8 child consultants.

FDRS has a commitment to providing appropriate FDR services to all clients across Victoria through our efficient and caring administrative approach, our expert case managers and highly skilled chairpersons and child consultants. A priority is our ongoing effort and actions to provide culturally secure and safe FDR services to Aboriginal and Torres Strait Islander clients.

OUR VISION & VALUES

Our vision

A fair and just society where rights and responsibilities are upheld.

Our purpose

To make a difference in the lives of our clients and for the community by:

- resolving and preventing legal problems.
- encouraging a fair and transparent justice system.

Our values

Fairness

We stand up for what is fair.

We aim to be fair when making choices about who and how we help people.

Care

We care about our clients and the community in which we live.

We look out for and take care of each other.

OUR VISION & VALUES

Courage

We act with courage backed by evidence about what is best for clients and the community.

We act with courage to be the best we can be.

VLA is an Equal Opportunity Employer and is committed to promoting a diverse and inclusive workforce. We encourage Indigenous Australians and people from culturally diverse backgrounds to apply for positions within our organisation. We will make reasonable adjustment where possible for people with disabilities.

Position Description authorised by Strategic Resourcing & Remuneration Manager.

Signed:



Date: 27 June 2019