

Administration Officer Disability Royal Commission Legal Service

Temporary full time (Refer: More information)
Information and Advice Services

Classification	AO3
Salary	\$62,432.00 to 69,293.00 a year full time hours
Closing date	Friday, 28 th February 2020
VRN	LAQ 10/20
Location	44 Herschel Street, Brisbane
Contact	Rachael Broadhurst, Ph (07) 3917 0164

Apply online via www.smartjobs.qld.gov.au/

Our vision and purpose

Legal Aid Queensland's vision is to be a leader in a fair justice system where people are able to understand and protect their legal rights. Our purpose is to provide quality, cost effective legal services to financially disadvantaged people throughout Queensland.

Information and Advice Services

Legal Aid Queensland's Information and Advice Services area provides high-quality legal information, referral and legal advice services to vulnerable and disadvantaged Queenslanders over the telephone, face-to-face, at our regional offices, at correctional centres and via videoconference.

The division is currently hosting a hotline providing frontline legal assistance to clients engaged with, or seeking to engage with, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). This hotline forms part of the Disability Royal Commission Legal Service (DRCLS), which is a national service operated by Legal Aid Queensland, in conjunction with staff from National Legal Aid and National Aboriginal and Torres Strait Islander Legal Services.

The DRCLS provides legal advice, information and assistance to people with disability, their families, carers, advocates and supporters wanting to engage with the Royal Commission. It is an independent, trauma-informed and culturally safe service delivered nationally using best practice standards and a human rights approach.

Conditions and benefits of working for Legal Aid Queensland

- 36.25 hrs per week (full time hours)
- 12.75% employer super contributions
- Flexible working hours
- Generous salary packaging available
- Study leave for approved work-related courses

The role

This is an exciting opportunity for an experienced administration professional to take on a demanding and rewarding role in the Disability Royal Commission Legal Service (DRCLS). The service is a national service providing legal assistance to clients to engage with the Royal Commission.

As an administration officer, you will provide administrative support to the DRCLS hotline team. This work will include:

- utilising a range of different software packages – including organisation specific software and Microsoft Excel – to create databases, record data and extract statistical information about service delivery;
- updating organisational manuals and reference material; and

- contributing to the design of new work processes – especially in regards to ensuring appropriate data collection.

The administration officer supports the DRCLS team in their day-to-day work and pro-actively updates the team's resources – such as contact details and identifying appropriate referral agencies. The administration officer may be required to assist the team in collating and extracting statistical information for priority enquiries at short notice.

Your contribution

- Facilitate trauma-informed, culturally sensitive and accessible service delivery to all clients of the DRCLS.
- Manage the DRCLS hotline databases including recording and updating client information, extracting statistical reports and identifying service trends and issues.
- Maintain DRCLS team resources, including proactively checking these resources for accuracy.
- Contribute to the skill development of team members including on-the-job and group training.
- Help improve and maintain information databases of the DRCLS by providing regular feedback on the information's appropriateness, use and accuracy.
- Participate in team, process and service improvement activities.
- Create and maintain a positive and efficient organisational image by providing outstanding support to the DRCLS team.

What we are looking for

In completing the role, the following capabilities are required:

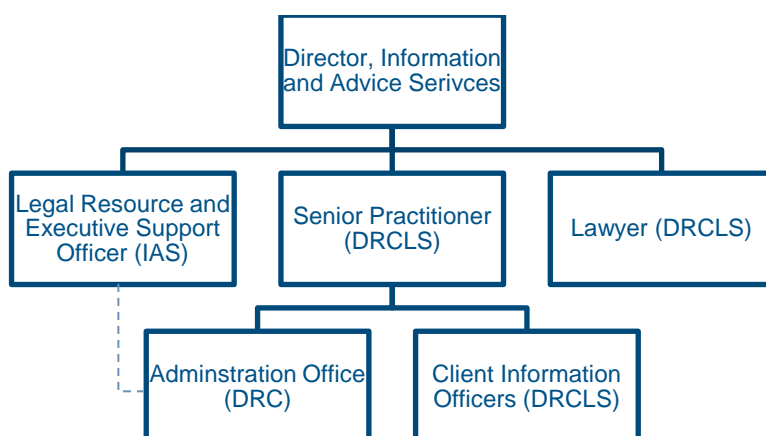
- You have experience providing client services to vulnerable and/or distressed clients (e.g. persons with disability, persons with complex trauma, persons from culturally and linguistically diverse backgrounds and clients identifying as Aboriginal and/or Torres Strait Islander) and have knowledge of the social issues impacting people with disability.
- You have experience using information technology systems to record and collate data – especially in a call centre or legal environment.
- You have a demonstrated ability to communicate both orally and verbally in a clear and succinct manner and can present and explain data and statistical information to a variety of audiences.
- You have knowledge of, or have the ability to rapidly acquire knowledge of, the Royal Commission, Australia's legal system and referral services to assist persons to engage with the Disability Royal Commission.
- You understand the workflows associated with providing client services to people with disability, people with vulnerabilities and/or emotionally distressed persons and can identify and recommend opportunities for improved work practices.

Mandatory requirement or special conditions

There are no mandatory requirements for this position, but an understanding of call centre data collection, trauma-informed service delivery, legal concepts and legal administration would be highly regarded.

Your reporting relationships

You will report to the Senior Practitioner (DRCLS) and supporting the Legal Resource and Executive Support Officer.



More information

- It is a requirement that any applicant recommended for this position undertake a criminal history and working with vulnerable persons check.
- Position is temporary full time until 30 June 2022.
- A 3-month probation period may apply.
- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
- Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment basis (temporary, permanent; full-time or part time).
- A non-smoking policy is effective in all Legal Aid Queensland buildings and motor vehicles.
- Legal Aid Queensland values the skills and insights we gain through a diverse and inclusive workforce that reflects the community we serve. We encourage people with disability and people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people to apply for this position.

How to apply

To apply for this role, you will need to provide:

- Your current resume detailing your previous work, voluntary or relevant experience including two referees who have personally observed you displaying the capabilities required for this role.
- A written response to the capabilities required of this role, outlining your suitability for the position in the context of the role's responsibilities (two pages maximum)

Further information on applying can be found in the [Information for Job Applicants Kit](#).

Submit your application

- Go to www.smartjobs.qld.gov.au
- Login in or create a 'My SmartJob' account
- Locate the role and click on Apply Online and follow the prompts

Track your application

By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

Technical difficulties

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68).

Late applications

Late applications cannot be submitted via Smart jobs, so please allow enough time before the closing date to submit your application. If you wish to discuss a late submission the contact on this role description is the best contact. Alternatively, you can contact Legal Aid Queensland's People, Culture and Capability team on 07 3917 0152.