



## Position Description

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### Position:

<b>Duration:</b>	Ongoing
<b>Hours of Work:</b>	Full Time – 38 hours per week
<b>Reporting To:</b>	Director & Principal Solicitor Level 5 SCHAIDS
<b>Position Description Review Date:</b>	Annually, or as required

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### Overview & Purpose of Position

The objective of the position is to provide family, domestic violence and civil advice and casework services, with a focus on issues arising from the COVID pandemic

### Essential Skills, Abilities & Qualities:

- A strong client service focus and commitment to working with vulnerable and disadvantaged clients
- Commitment to understanding the legal and social issues that impact on access to justice
- The ability to work collaboratively with fellow staff and volunteers to ensure all services are delivered in a consistent and holistic manner

### Duties:

#### Legal Advice and Casework Activities

- Provide legal information, advice, advocacy and referral to family law, domestic violence and civil matters such as debt and employment via appointments at the Centre and outreach clinics across the Gold Coast.
- Undertake and provide casework services to eligible clients, in accordance with casework guidelines.
- On a roster basis as required provide advice, assistance, referrals and information to clients at our Tuesday evening walk in clinic.
- Provide advice at an evening walk in clinic as rostered

- Provide assistance within GCCLC guidelines and ensuring all files are maintained to the highest standards including appropriate levels of client contact, communication, professional documentation, record keeping and storage, in accordance with the NACLC Risk Management Guidelines.
- Provide information and referral services, where the matter is one in which GCCLC does not practice or does not have the resources to assist the client.
- Maintain compliance with relevant professional and ethical standards including public indemnity insurance and legal practice and maintain CPD points.
- Comply with all reasonable directions given by the Person Responsible or the Nominated Person relating to legal practice activities.
- Undertake professional development in areas of law relevant to the legal services provided by GCCLC

### **Client and Service Development**

- Participate in regular liaison activities with relevant community, government and private organisations to develop partnerships and protocols for referral.
- Be involved in and contribute to maintaining, developing, implementing, promoting and achieving the aims of the Centre.
- Be involved in community development and represent the Centre at events as required
- Be prepared to assist and work with the legal students at placement at the GCCLC

### **Student Education Programs**

- Support the Centre's clinical legal education programs by supervising and work with the students
- Ensure clinic advices are signed off in accordance with the Centre's Risk Management Guide

### **General Duties**

- Ensure compliance with the requirements of professional indemnity claims prevention procedures and insurance requirements, and undertake miscellaneous administrative duties for the purpose of professional indemnity and insurance requirements.
- Have a comprehensive knowledge of GCCLC policies, procedures, guidelines and quality assurance standards as they may exist from time to time.
- Co-operate with other staff members to assist with the smooth operation of the day-to-day activities of the organisation.
- Assist with internal housekeeping needs.

- Undertake various computing, word processing and administration duties including typing, filing and photocopying from time to time as may be required for the efficient management of files.
- Be familiar and able to use the database system CLASS
- Undertake other duties as directed from time to time by the Director, or the Responsible Person.
- Be aware of and comply with the Centre's Risk Management Guide, and the Centre's Policies and Procedures Manual
- Attend staff, team and forum meetings as required
- Participate in strategic planning and team building activities undertaken by the Centre

### **Accountability and Reporting**

- To the Centre's Director / Person Responsible on a day to day basis.

Additional information An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.