**POSITION – Administration and Client Services Officer**

The Fitzroy Legal Service is an amalgamation of the Darebin Community Legal Centre and Fitzroy Legal Service, which took effect on 1 February 2019. The amalgamated entity draws on the significant histories and legal assistance services provided by the Darebin Community Legal Centre (established in 1988) and the Fitzroy Legal Service (established in 1972). We work towards a fairer and more just Victorian community, one in which the legal and broader social system supports equality and justice. Our services are offered across the Cities of Darebin and Yarra, and the inner north of Melbourne. For further information please visit our website [www.fitzroy-legal.org.au](http://www.fitzroy-legal.org.au).

Our Values:

* Integrity
* Courage & Passion
* Empowerment & Advocacy
* Connected to Community

**POSITION OUTLINE**

|  |  |
| --- | --- |
| Classification and conditions | The terms and conditions of employment are set out in the *Community Legal Centres 2006-2009 Multiple Business Agreement (MBA)* and Fitzroy Legal Service policies. This position is classified at Level 4 of the Social, Community, Home Care and Disability Services (SCHCADS) Industry Award and is offered as a fulltime position (38 hours per week). Employer funded superannuation is paid in accordance with the *Superannuation Guarantee (Administration) Act 1992*, and is in addition to the salary offered.  |
| Duration | Ongoing |
| Hours of Work | 38 hours a week to be worked from 9:00am to 5:00pm, Monday to Friday  |
| Location | This position will be based at the Fitzroy office on Level 4 of the Fitzroy Town Hall |
| Responsible to | Legal Practice Manager |
| Direct Report/s | Nil |
| How to apply | Candidates are requested to email the following as one PDF document: * A covering letter, no longer than one page; and
* A resume which includes details of education, work and volunteer experience.

Applications should be addressed to Tori Diamond, Legal Practice Manager, and emailed no later than *5pm Monday 11 January 2021 to* tdiamond@fls.org.au. Enquiries can be directed to Tori Diamond on 0401 600 689 |

**Position Objective**

The position objective is to:

* Provide effective reception services, information and referrals to clients, both in person and on the telephone;
* Coordinate client file management tasks;
* Coordinate activities of administrative volunteers/students.

**Responsible to**

The Administration and Client Services Officer reports to the Legal Practice Manager.

**KEY DUTIES AND RESPONSIBILITIES**

Information, referral and reception services

* Provide reception and information services, including fielding high volume of client enquiries, by telephone or in person, providing effective referrals to appropriate agencies;
* Oversee and maintain Legal Help Online tool and other information to support the information referral service at the front desk;
* Develop, review and maintain the resources for the FLS reception and waiting area; and
* Provide assistance to Night Service Administration Officer as required.

Legal Practice Support – Day Practice

* First level intake assessment and vetting of client needs in terms of legal practice guidelines and Victoria Legal Aid funding criteria;
* Book appointments for the day practice team for clients as required;
* Updating and maintaining current internal referral guidelines;
* Uploading incoming correspondence onto Actionstep; and
* General administration support including organising interpreter bookings for client appointments, facilitating courier services, printing and copying documents.

File Management

Responsibility for the client file management systems which includes:

* New client data entry on our legal management system, Actionstep;
* Ongoing entry, monitoring and closure of client files on Actionstep;
* Maintaining client filing system, recommend and implement improvements;
* Training of volunteers to undertake file management duties; and
* Arranging for the safe disposal of confidential files when necessary.

Office Administration and IT systems

* Maintain and review organisational correspondence systems (Mail, DX, fax and emails);
* Assist Finance & Operations Manager and Finance Assistant with arranging the maintenance of office equipment and the ordering and maintaining of office supplies;
* Manage online portal and bookings for on-site interpreter services;
* Develop and maintain effective systems for all FLS publication sales at reception; and
* Undertake daily back up of IT system.

General

* Attend internal staff and planning meetings, supervision and performance review processes;
* Participate in professional development as identified;
* Involvement in fundraising and other events as required;
* Must adhere to organizational policies and procedures and support the agreed FLS Values and Behaviours; and
* Undertake other duties as reasonably required by the Finance & Operations Manager.

**LOCATION**

The position will be based at the FLS office on Level 4 of the Fitzroy Town Hall. Minimal travel required (eg: to attend meetings, training). Reasonable travel expenses are reimbursed.

**CLASSIFICATION**

Social, Community, Home Care and Disability Services (SCHCADS) Industry award Level 4.