

## **ADMIN/INTAKE OFFICER: POSITION DESCRIPTION**

<b>Status:</b>	Part-time, fixed term contract (22.5 - 30 hours per week, from 9am to 5pm)
<b>Reports to:</b>	Director of Operations
<b>Classification:</b>	Social Community Home Care and Disability Services Industry Award
<b>Salary:</b>	SCHCADS Award Level 3 plus superannuation and generous salary packaging

### **About SMLS**

Established in 1973, South-East Monash Legal Service (SMLS) is a community legal centre that provides free legal assistance to people in Southeast Melbourne. SMLS provides legal information, advice and case work including representation for people experiencing disadvantage on a range of legal matters, such as family law and family violence, employment law, debt and fines, civil litigation, wills, power of attorney, and tenancy.

SMLS aims to empower and support members of the community to understand and make use of the law and the legal system to protect their rights and to increase their awareness of their legal responsibilities. SMLS is a strong advocate of and committed to the use of integrated service models to address multifaceted challenges facing our community members.

SMLS is committed to advocacy and social change. SMLS is a leader in the provision of community and clinical legal education; advocacy through policy submissions and lobbying; outreach services; and targeted referral programs.

### **Our Vision**

A fair and inclusive community where people can access the resources, networks and support they need to resolve legal issues and overcome barriers to social, cultural and economic inclusion and participation

### **Our Purpose**

To help resolve people's legal and interconnected issues and ensure that laws and legal processes are fair.

## Our Values

Our core values are Respect, Community, Excellence and Courage.

## Position purpose

The Intake Officer acts as a critical enabling role for SMLS by providing effective intake service and support for SMLS client services.

The Intake Officer role is responsible for providing excellent customer service to SMLS clients, whether through telephone, reception or email based contact. They will ensure accurate client information is entered into the CMS, provide general service information, conduct conflict checks, and book clients into the most appropriate clinics.

The Intake Officer will also be responsible for providing efficient and high quality support to SMLS staff, law students and volunteers in service delivery.

## Position responsibilities

### *Exceptional client service and support*

- Undertake Intake administrative functions including phone enquiries, appointment booking, conflict checks, reception duties, etc
- Undertake efficient and accurate data entry within the relevant CMS systems
- Undertake general administrative tasks as required to enable legal service delivery
- Work collaboratively with the Administration Team to support organisational projects and events
- Participate in SMLS Staff Meetings, and provide administrative support as required
- Provide accurate, timely and high quality service information to clients

### *Other*

- Other duties as determined from time to time (by the Director of Operations)

## Values and Behaviour

- Promote and role model appropriate behaviour to support SMLS culture, performance and profile.
- Actively support SMLS commitment to the principles of diversity, inclusion, social justice and Equal Employment Opportunity.
- Actively demonstrate organisational values.
- Demonstrate commitment to continuous personal development, with a strong willingness to develop new skills and knowledge

**Head Office** A: 5 Osborne Avenue,  
Springvale Vic 3171  
P: (03) 9545 7400  
PO Box 312, Springvale, VIC 3171  
W: smls.com.au

**Branch Office**  
A: Suite 1, Level 2, 64 Victor Crescent,  
Narre Warren Vic 3805  
P: (03) 9038 8002  
PO Box 2543, Fountain Gate VIC 3805



ABN: 96 206 448 228 | Reg:  
A0013997D

## Health, Safety & Wellbeing

- Act in a safe manner at all times, including complying with all safety instructions and training.
- Participate in, and contribute to, health and safety awareness and improvements.
- Report all incidents, injuries and potential hazards in a timely manner.
- Ensure that the work is carried out in ways which safeguard the health and safety of workers, or others in their charge, including contractors whom they engage.

## Skills and Experience

### *Essential*

- Demonstrated skills and experience in the provision of high quality Intake/client service delivery
- Well developed communication skills, ability to engage with all members of our diverse community, empathy and compassion
- Advanced computer skills including proficiency in the use of MS Office packages, and capabilities in a range of client management systems
- Demonstrated experience in working within organisational systems, processes and policies
- Strong interpersonal skills including the ability to communicate sensitively and build mutually beneficial relationships with internal and external stakeholders
- Proven ability to contribute to a cohesive team environment by sharing information, supporting team priorities and ensuring open communication

### *Desirable*

- Experience working in a small, fast paced organisation.
- Tertiary qualifications, or equivalent experience, in administration or community services.

### *Personal Attributes*

- Motivated by collaboration and collective success.
- Flexible, adaptive and able to work effectively in a small team, and independently.
- Solutions and outcomes focused, with a steady line of sight to the impact of our actions for clients.
- Openness to change, receptiveness to new ideas and exercise initiative.
- Capacity to reflect on own work performance.
- Strong commitment to social justice, and values alignment with the SMLSs values.
- Committed to contributing to a positive work environment.

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## Location and work outside office hours

The position will be based at SMLS offices in **Springvale and Narre Warren**. Occasional work outside normal office hours may be required, such as to attend meetings and after hours events.

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