



Position: Administration and Volunteer Coordinator

Reporting to: CEO, however this role involves taking direction from Solicitors and other staff as needed.

Location: 4 Station St Katoomba, with occasional requirement for travel to other areas in the region.

Remuneration: This position is classified under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) Level 3 (calculated for a 35-hour week). Salary packaging benefits are available in accordance with ATO guidelines for Public Benevolent Institutions. Our Enterprise Agreement includes additional provisions including time in lieu and additional leave entitlements, including 2 weeks paid leave over the Christmas/New Year period.

About us: We are an independent, not for profit, non-government organisation providing free, accessible, legal services to individuals and communities in the Central Tablelands and Blue Mountains regions. Our work supports people most in need, especially those facing socio-economic hardship, to make informed decisions in challenging and complex situations.

We aim to increase our community's understanding of and access to the legal system by providing:

- Free legal information and advice
- Minor assistance and casework
- Community legal education
- Advocacy for tenants
- Law reform activities

About you: You will be passionate about ensuring a smooth-running office, with a commitment to social justice. A high level of initiative towards reception and administration duties and the recruitment, coordination and supervision of volunteers is required.

To be successful in this position you will have well-developed listening and communication skills with natural empathy, personal drive, great time management and organisation skills, a knack for problem-solving and a can-do attitude.

Duties and responsibilities:

1. Directing enquiries, providing legal information, referrals, booking appointments and other support as needed:
 - a. Be our first point of contact during opening hours for phone and walk-in enquiries
 - b. Ensure enquiries are attended to promptly
 - c. Ensure all warm referrals are entered into databases promptly
 - d. Manage appointment bookings in a proactive manner, monitoring the appointments list in Acitionstep and rescheduling appointments as required
 - e. Support the legal team with other intake and triage functions as required

2. Ensuring well organised, efficient administration and operation of the Centre:
 - a. Ensure mail is collected, entered, distributed and posted out daily as appropriate
 - b. Proactively coordinate the ordering of stationery, brochures, resources and consumables
 - c. Ensure equipment is in good working order and coordinate repairs and maintenance as needed
 - d. Assist with filing as required and coordinate archiving processes
 - e. Assist with planning and preparation of community legal education and other events as required
 - f. Ensure timely and accurate data entry
 - g. Provide administrative support to all staff as required and directed

3. Recruit, coordinate and supervise volunteers:
 - a. Create and manage volunteer rosters to meet organisational needs.
 - b. Recruit new volunteers, including advertising, selection and interviewing
 - c. Provide orientation and training to new volunteers, including database training, that is appropriate to their role
 - d. Manage volunteer workplace issues and absences
 - e. Engage, support and resource volunteers in their work
 - f. Coordinate and attend our Evening Legal service as needed

Other organisational requirements:

1. Governance and Accountability:
 - a. Adhere to CTBMCLC Constitution, philosophy, values, policies, and procedures including state and federal legislation, funding body service agreements, the Community Legal Centre Risk Management Guide
 - b. Document work in line with required standards
 - c. Ensure the complete and accurate collection of client data and entry onto Actionstep and CDS client management systems
 - d. Perform all reasonable duties as requested by the CEO, Operations Manager and other staff
 - e. Attend supervision sessions

2. Teamwork:
 - a. Attend staff, team and casework meetings as required and contribute to decision making
 - b. Contribute to planning processes, and contribute to the implementation of the Strategic Plan as relevant to your work
 - c. Contribute to a positive and cooperative work environment
 - d. Follow through on commitments
 - e. Contribute to housekeeping tasks
 - f. Identify and improve processes with your domain and highlight opportunities for improvements in other areas when observed
 - g. Support volunteers, management and other staff members to your best ability

4. Development:
 - a. Actively engage in skills development, particularly in areas that will add value to your existing role
 - b. Participate in required training and ongoing professional education

5. Workplace Health & Safety:

- a. Read, seek to understand, and adhere to WH&S Policy
- b. Support the development of new WH&S Policies and participate in their implementation as appropriate

Selection Criteria: The following skills, abilities and experience is required to be successful in the role:

Essential:

1. Demonstrated ability to take initiative, work with minimal supervision, accept responsibility, and work as part of a multi-disciplinary team in a complex work environment.
2. Excellent oral and written communication and interpersonal skills and a demonstrated ability to communicate with a wide range of people including disadvantaged people in distress as well as government and community organisations.
3. Demonstrated time management skills showing ability to exercise initiative, prioritise work and meet deadlines.
4. Experience in the development and maintenance of records, filing and office systems and processes.
5. Completion of Aboriginal specific cultural safety training or willingness to undertake cultural safety training.
6. High level of computer literacy including experience with Microsoft suite and a variety of databases and online platforms.

Desirable:

1. Experience working in a community legal centre or knowledge and understanding of the sector.
2. Experience working in an Apple Macintosh operating environment.
3. Current NSW driver's licence.