

Role Description

Client Services Officer



Organisation	Caxton Community Legal Centre
Business Unit/Practice	Client Services
Location	Brisbane
Reports to	Managing Senior Lawyer – Evening Advice, Clinics, and Client Services
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Grade/Band	Level 4 – Full-time
Approved By	CEO
Date of Approval	July 2025

Overview of Caxton

Caxton Legal Centre is a community legal centre whose purpose is to promote and protect human rights in Queensland through access to justice. Caxton provides accessible legal information so people know their rights and can prevent or respond to legal problems. Prioritising those who experience disadvantage, trauma and marginalization, Caxton provides free, high-quality legal assistance and social supports. Caxton advocates for reform to unfair laws, policies and systems. Working collaboratively with volunteers and community partners, Caxton reaches underserved populations. We do all of this to create a more just and inclusive Queensland.

Our vision:

A just and inclusive Queensland.

Our values:

Caxton approaches people and its work in the community with a commitment to:

- Accountability and Responsibility - going above and beyond what is expected
- Compassion and Empathy - showing our genuine concern for others
- Respect – valuing all people no matter what
- Integrity - saying and doing the right thing
- Collaboration - believing in the power of working with others

Primary purpose of the role

This is a client facing role. The Client Services team is the first point of contact for clients either in person, by phone or through email and webforms. The client services officer triages client needs through a human-rights based approach to determine which legal information, referral or Caxton service they could benefit from. The client services officer provides high quality, trauma-informed intakes including the booking of internal legal or social support appointments subject to capacity and eligibility. The Client Services officer also delivers high quality legal information and referral services to people who contact Caxton.

Key accountabilities

- Provide trauma informed, culturally responsive customer service to all people who contact Caxton, ensuring issues are dealt with respectfully and confidentially;
- Triage each client’s social and legal service needs appropriately and escalate as required;
- Accurately apply Caxton’s Eligibility Criteria and assess client enquiries in a way that meets our obligation to act and make decisions compatibly with human-rights based as a public entity;
- Provide high quality and appropriate legal information and referrals to people who contact Caxton.
- Collect and input data to meet reporting requirements as instructed by the Line Manager;
- Make appointments for clients ensuring high levels of accuracy and collection of all relevant information;
- Effectively and responsively manage incoming electronic enquiries
- Provide ad hoc assistance after hours (eg. Evening Advice Sessions), to backfill Client Services coverage as required (eg. team member on leave);
- Provide general reception and administration duties, including management of incoming and outgoing mail, ensuring the reception area is well presented and resourced;
- Comply with legal risk management processes implemented by the principal lawyers; and
- Complete any other duties as directed by the Line Manager.

Key challenges

- Navigating complex legal and social issues to facilitate appropriate and relevant outcomes for clients
- Providing guidance and information to clients who may face communication barriers.
- Most of each working day entails speaking with members of the public who need assistance.

Key relationships

Who	Why
Internal Stakeholders	
Lawyers	<ul style="list-style-type: none"> • Ensure clients are triaged to the correct program area and appointments are seamless
Social Workers	<ul style="list-style-type: none"> • Ensure clients are triaged to the correct program and social workers are engaged as required and in accordance with the relevant program specifications
Operations team	<ul style="list-style-type: none"> • Collaborate to optimise the use of technology and identify improvement opportunities
External Stakeholders	
Clients	<ul style="list-style-type: none"> • Provision of appropriate, timely and relevant information and referral/s; appointment bookings to provide legal advice and/or social work supports
Key referral partners	<ul style="list-style-type: none"> • Gain a greater understanding of service offerings to ensure appropriate referrals

Role dimensions

Decision making

- Understands when to escalate complex client issues
- Advises on the support Caxton can provide (including provision of legal information)
- Identifies opportunities to refer to external agencies
- Provides relevant information products to members of the public
- Identifies and understands conflicts of interest and when they require escalation

- Understands the Complaints Process

Direct reports

Assist and support Client Services volunteers and placement students as required

Budget/Expenditure

Nil

Essential requirements

- Demonstrated experience in a customer-facing role, preferably in a Community Services setting;
- Exceptional interpersonal and communication skills, with the ability to deal with vulnerable and/or marginalised members of the community;
- Strong professional boundaries and ability to remain impartial during interactions with clients;
- Excellent time management skills and ability to meet deadlines;
- Ability to 'think on your feet' and navigate complex situations and information;
- Work independently and as an effective team member in the absence of specific instruction;
- Ability to multi-task and prioritise key tasks and requests;
- Calm and mature approach to dealing with sensitive and highly confidential information;
- Proficient in computer literacy and major administration software packages such as Microsoft (Outlook, Excel, Word) and SharePoint;
- Proficient in use of Client Management systems and ability to learn new programs; and
- Have an unrestricted working right in Australia for the duration of this appointment to apply.