

Position Description

Position Title	Intake and Assessment Worker
Position Status	1.0 FTE Full Time / Ongoing
MEA Classification	Victorian Community Legal Centres Multi-Enterprise Agreement 2024-2027 Social and Community Services Employee, Level 3
Position Reports to	Paralegal/Intake Manager
Position Supervises	Nil
Date Reviewed	May 2026

About Women's Legal Service Victoria

Women's Legal Service Victoria (Women's Legal) is a specialised and state-wide organisation that has been providing legal services and support to women since 1982. Informed by our feminist practice, we improve the legal system for victim-survivors of family and sexual violence through our integrated legal service, capacity building, advocacy and law reform. Our vision is for women and non-binary people to live free from violence and discrimination in a gender equitable society.

Women's Legal is an employer of choice, providing an inclusive, flexible, and supportive environment for our staff to thrive. We welcome women across all career stages, and we recognise the many roles played by women in their families and communities. We are committed to supporting women's participation in employment through building skills and knowledge for those looking for a change, and valuing the diverse expertise brought into our organisation.

About our Legal Service Team

Our legal service team provides integrated legal support and ongoing representation to thousands of women each year in the areas of family law, family violence, migration, child protection, criminal law and victims of crime assistance. With a team of over 40 lawyers, paralegals and intake and assessment workers, social workers and financial counsellors, the multidisciplinary team works collaboratively to support women navigating legal and non-legal challenges, focusing on safety, advocacy, and access to essential services. The team supports family violence workers, lawyers and other professionals working with women experiencing family violence with secondary consults. The Legal Team works closely

with the rest of the organisation, sharing experience and informing our cross-jurisdictional policy, law reform, education and capacity building work.

Position Overview

The Intake and Assessment Worker serves as the initial point of contact for help seekers and provides high quality legal assistance.

The primary responsibility of the Intake and Assessment worker is to conduct comprehensive intake assessments against our eligibility criteria, and triages and books client appointments. Where help seekers are not eligible for our service, the Intake and Assessment and Worker provides accurate legal information and facilitates appropriate referrals to legal and support services. The Intake and Assessment Worker ensures that clients receive timely and culturally sensitive support tailored to their unique needs.

The Intake and Assessment worker also provides high quality legal assistance to facilitate the smooth operation of the legal practice. This includes undertaking legal administration, document preparation, casework assistance, brief preparation, legal research tasks and providing general support to the team as required.

This role will contribute to the organisation's strategic advocacy priorities and outcomes.

Key Responsibilities

1. Client Intake and Assessment

- Manage incoming client inquiries via phone, email, and in-person visits;
- Perform detailed intake assessments to identify legal issues;
- Provide information about the service's offerings and determine eligibility for assistance;
- Conduct conflict checks to identify and address potential conflicts of interest;
- Assess client needs and escalate high risk situations as required
- Complete intake and book legal advice appointments for help seekers;

2. Information Provision and Referral

- Provide referrals to help seekers that we are unable to assist;
- Connect clients with appropriate legal information and services, support organisations, and community resources; and
- Maintain up-to-date knowledge of services to provide relevant referrals.

3. Administrative Support:

- Enter and update client information in the organisation's case management system, including supporting the broader legal service with this as required.;
- Schedule appointments and manage client records, including booking interpreters for appointments and calls as required;
- Maintain accurate and confidential files and records;
- Work closely with legal and administrative staff to ensure seamless service delivery; and
- Process referrals for our duty lawyer services and other services.

4. Paralegal Support

- Provide paralegal services and support to the Legal team, including legal and non-legal research, drafting documents, court documentation preparation, and delivery of written information for consideration by the Legal team for inclusion in briefs and other legal documents;
- Supporting lawyers to organise and manage files, paperwork, data and evidence;
- Draft applications for grants of legal aid
- Perform data entry and data reviews ensuring accuracy and relevance of legal data and documentation recorded;
- Communicate with clients, either by phone, email or in writing;
- Assist lawyers with the conduct of cases;
- Contribute to the development and monitoring of Women's Legal priorities and outcomes; and
- Provide administrative support to Managing Lawyers.

5. Compliance and Reporting:

- Assist in the collection of data for reporting and evaluation purposes.

6. Training and Professional Development:

- Participate in team meetings and contribute to continuous improvement.;
- Participate in ongoing training and professional development; and
- Seek guidance and advice in relation to difficult matters within an appropriate timeframe from the Paralegal / Intake Manager or the On-Call Lawyer as required.

7. General

- Contribute to a healthy, productive group culture where work practices, decision making, and behaviour reflect Women's Legal's intersectional feminist philosophy and values; and
- Perform other duties as directed and necessary for the proper performance of the role.

Key Selection Criteria

Skills, Knowledge, and Behaviour

Essential

- Experience gathering and assessing sensitive client information to make sound judgements about eligibility, risk, or support needs, preferably in a legal or community services setting.
- Strong understanding and practical application of trauma-informed and culturally safe practices, including the ability to identify and respond to high-risk issues such as safety and suicide.
- Demonstrated ability to communicate effectively and respectfully with clients from diverse backgrounds, including culturally diverse communities and people experiencing disadvantage or vulnerability.
- High-level oral and written communication skills, with the ability to engage effectively with clients, colleagues, and external stakeholders.
- Excellent organisational skills, including the ability to prioritise work, manage multiple tasks, and maintain high-quality outcomes in a fast-paced environment.
- Proficiency in client management systems, document management, and the Microsoft Office Suite, with strong attention to detail and accuracy.
- Strong research and problem-solving skills, with a solution-focused and resourceful approach.
- Demonstrated flexibility and adaptability in a changing environment, with a commitment to continuous improvement.

Desirable:

- Tertiary qualifications in law, social work, criminology, community services, social sciences or a related field;
- Experience working in a community legal centre or similar environment; and
- Commitment to social justice principles and the empowerment of women and non-binary people.

Values and Behaviours

- Inclusive:** We actively listen and ensure that marginalised voices are centred in every forum we create.
- We ask about accessibility needs and adjust where possible
 - We centre people's input into things that affect them; and
 - We ask what voices are being heard, who holds power and create spaces to amplify marginalised voices.
- Purposeful:** Our work leads us to achieve our strategy. We invest in learning and continuous improvement to achieve our impact.
- We are clear about the "why" and prioritise actions that help us achieve our strategy.
 - We are clear in our roles and responsibilities and take accountability for meeting these requirements.
 - We use data, lived experience; and professional judgement to make decisions that maximise impact.
- Courageous:** We take the challenging path to learn, grow and achieve our strategy.
- We have challenging conversations to understand, find common ground, and promote change including with people in positions of power
 - We are brave and challenge ourselves, even when it feels uncomfortable; and
 - We are committed to learning from our wobbles and using them as opportunities for growth.
- Collaborative:** We value and actively foster involvement of a diversity of views, experiences and expertise to work together to achieve better outcomes.
- We use open communication, clear processes and dedicated time to build collaborative and trusting working relationships
 - We consider the power, roles, styles and needs of those involved in collaboration; and
 - We are generous in sharing successes and learnings, acknowledging everyone's efforts and contributions.
- Authentic:** We are honest and accountable. We seek to learn from our successes and failures
- We are honest about our capacity, skills and knowledge and are open to receiving feedback; and

- We do what we say we will do and take accountability for our actions and we ask for help when we need it.

Workplace Health and Safety Obligations

All staff have a responsibility to always display and promote safe actions in the workplace including:

- Participating in the development of a safe and healthy workplace;
- Complying with instructions given for their own safety and health and that of others, in adhering to safe work procedures;
- Participate in reflective practice or other initiatives to support psychological health
- Cooperating with management in its fulfilment of its legislative obligations. Taking reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor;
- Not place others at risk by any act or omission; and
- Not wilfully or recklessly interfere with safety equipment.

National Criminal History Check

All successful candidates will be required to produce a national criminal history check prior to the commencement of their employment.

Please note, non-lawyers employed by Women's Legal Service Victoria are required to comply with Section 121 of the Legal Profession Uniform Law.

Equal Opportunity Employer

We are committed to creating a safe, inclusive, and respectful workplace. We recognise our work benefits greatly from the unique knowledge, skills, and expertise of individuals with diverse experiences, including women and non-binary people who are Aboriginal and Torres Strait Islander, with disability, with lived experience of family and sexual violence, and from migrant, refugee, culturally and racially marginalised backgrounds. If this is you, we strongly encourage you to apply.

Note, Women's Legal relies on an exception under the Equal Opportunity Act to employ women and non-binary people only.