



POSITION DESCRIPTION

Position title: Client Support Officer - LGBTQIA+ Focus

Employment Status: Two years full-time, fixed term.

Salary: \$85,000 per annum.

Reports to: Principal Solicitor

Purpose and Vision

Break down barriers for access to legal assistance for those community members who need us the most. We will provide additional supports to clients identified and referred by our partners to ensure that they are able to obtain equal access to our legal advice and casework services.

The Role

The Client Support Officer is responsible for coordinating client referrals from our outreach partners, to the ICLC, and monitoring the outcomes of all referrals following legal advice appointments. The Client Support Officer will provide additional administrative and communications support to those clients and ICLC Solicitors that will be tailored in accordance with client need.

The ability to effectively engage with our target communities is a core competency for this role. Our target communities include; LGBTQIA+ people, First Nations people, Sex Workers, and people experiencing homelessness.

The position requires a foundational understanding of common legal issues experienced within our priority client populations and the ability to identify and discern legal problems. The Client Support Officer will work closely with the ICLC legal team to upskill and obtain relevant legal knowledge as required.

The Client Support Officer will work with ICLC staff to design and deliver Community Legal Education to our outreach partners and will regularly attend key community events to promote our services in the community.

Reporting to the Principal Solicitor, the Client Support Officer will report on project data, client outcomes and collaboratively plan service improvements.

Duties

- **Oversee referrals from project partners**
 - Complete an initial assessment of presenting legal and non-legal issues.
 - Provide relevant information and referral options for matters we cannot assist with, including referral to specialist legal Centres.
 - Conduct effective conflict checks in accordance with Professional Indemnity Insurance requirements and Risk Management Guidelines.
 - Schedule priority legal advice appointments.
 - Ensure that all relevant data is collected and entered into Actionstep and the ICLC appointment calendar, and
 - Liaise with the ICLC Client Intake Supervisor to effectively triage priority referrals
- **Client Support**
 - Obtain relevant consents from clients to liaise with outreach partners and other stakeholders
 - Collect and collate client documents in preparation for advice appointments
 - Attend client appointments with ICLC solicitors, as required.
 - Facilitate follow up actions with allied service providers as required and in accordance professional rules outlined in the Risk Management Guide
 - Attend client appointments with external services as required eg: Births, Deaths and Marriages, Police, Service NSW, DCJ, banks.
- **Community Legal Education**
 - Develop and deliver Community Education and training resources on ICLC services tailored for our outreach partners, and
 - In collaboration with ICLC Solicitors, develop training resources that respond to enquiries and legal questions raised by project partners.
- **Outreach**
 - Attend scheduled outreaches at agreed times to conduct client intake or to assist staff with client intake processes
 - Attend identified community events to promote ICLC services including; Yabun, Fair Day, International Day of the Sex Worker, Overdose Remembrance Day, Mardi Gras, Homeless Connect and Trans day of Visibility
 - Attend community and outreach events as appropriate.
- **Reporting and Evaluation**
 - Prepare referral and outcome data reports

- Collect and collate client outcomes and service impact for acquittal reporting

Selection Criteria

Essential

- Demonstrated front-line experience working with one or more of our priority community populations
- Demonstrated experience in client assessment, triage and intake processes
- Ability to appropriately represent the ICLC at community and public-facing events
- Insight into the legal issues experienced by ICLC priority populations
- Experience presenting plain language information and education to diverse groups
- Experience in client and customer facing roles
- Willingness to work on evenings and weekends, as required

Desirable

- Lived experience that is relevant to one or more of our priority client populations
- Qualification in Counselling, Community Services, or equivalent
- Experience reporting on client outcomes and service impact