

Women's Legal Service NSW

Position Description

Intake and Triage Team Lead

Grade Classification	Grade 5
Salary Range	\$104,659.14 to \$126,778.35 per annum (2026-2027) Salary level based on experience.
Location	Role base: Lidcombe NSW.
Employment type	Full time.
	Permanent.
Award	The Women's Legal Service NSW Enterprise Agreement, read in conjunction with the Social, Community, Home Care and Disability Services (SCHADS) Award.
Benefits	Salary packaging option available.
Approval Date	16 September 2026

PRIMARY PURPOSE OF THE ROLE

The Intake and Triage Team Lead manages the Intake and Triage function to ensure trauma-informed, culturally safe, ethical and professional responses are provided to clients seeking legal assistance. This role manages paralegal staff, operations, engages in collaboration with legal and support teams, oversees warm referrals and participates in strategic service improvement to optimise client outcomes in line with legal practice standards and organisational values.

KEY ACCOUNTABILITIES

- Lead and support the Intake and Triage team, fostering a positive, high-performing, trauma-informed and culturally safe culture.
- Oversee intake and triage processes to ensure timely, accurate, and client-focused service delivery, including escalating high-risk or otherwise urgent cases to legal staff as required.
- Ensure high-quality client engagement and manage complex cases with sensitivity and professionalism.
- Monitor and maintain accurate client and case data, reporting on trends and performance indicators.
- Build and maintain collaborative relationships with internal teams, external partners and referral agencies.
- Ensure compliance with organisational policies, standards and legal requirements.
- Identify and support team training, coaching, and professional development needs.
- Contribute to organisational planning, service improvement and strategies enhancing client access to justice.

POSITION DIMENSIONS

This position reports to	Assistant Principal Solicitor–Client-Centred Strategic Service Delivery
Number of direct reports to this position	4 FTE (12 parttime) paralegals (numbers may vary)

ORGANISATIONAL CONTEXT

Women’s Legal Service NSW works to end gender-based violence and achieve gender equity. With decades of experience and a feminist understanding of how law, systems and power impact women’s lives, we drive structural and systemic change through legal action, law and policy reform, advocacy, and education to improve women’s safety and economic security.

Our legal practice spans three specialist programs: the Women’s Rights Program, the First Nations Women’s Legal Program, and the Working Women’s Centre. Together, they provide free, trauma-informed, culturally safe, client-centred legal services, grounded in a gender justice framework.

The Intake and Triage Team represents the vital first point of contact for client engagement with Women’s Legal Service NSW. This role ensures clients seeking assistance are supported promptly, respectfully and effectively through the provision of high-quality, trauma-informed, culturally safe, client-centered intake and triage services. They play an important part in promoting a more just and inclusive legal system for women and gender-diverse people.

KEY RELATIONSHIPS

Who	Why
Internal	
Assistant Principal Solicitor–Client-Centred Strategic Service Delivery	• Receive supervision, guidance and direction. • Regular reporting, strategic discussions, escalation of complex cases. • Identify emerging issues/risks and their implications and propose options to address. • Collaboration on service planning and enhancements.
Intake and Triage Team	• Direct leadership and supervision, coaching, mentoring, workload management and support for professional development. • Coordination for scheduling, data entry, client communications and system support to ensure smooth intake processes.
Legal Practice Teams	• Daily collaboration and coordination with Assistant Principal Solicitors to ensure client matters are appropriately triaged, booked into an appointment, referred and supported. • Sharing critical client information with Senior Solicitors and Solicitors to inform advice and decision making.
Leadership Team	• Contribute to organisational planning, policy development and service delivery strategies. • Provide exception reporting for inclusion in board reports.
Education & Training Team	• Contribute to the development of client-facing information and community education sessions relating to the Intake and Triage function as needed.
Law Reform & Advocacy Team	• Contribute to law reform issues in identifying trends and issues
External	
Clients	• Provide leadership oversight for the delivery of sensitive, trauma-informed, intake and triage interactions. • Ensure clients are treated respectfully and are supported in accessing services.
Community Legal Centres, Referral Agencies and Specialist Support Services	• Build partnerships and share information about services to inform current practices. • Coordinate referrals and maintain strong working networks to improve client access to support. • Develop and maintain referral lists and contacts • Be first point of contact for our outreaches
Interpreter Services and Cultural Support Organisations	• Ensure clients from culturally and linguistically diverse backgrounds have access to accredited interpreter services to support clear and respectful communication. • Build and maintain relationships with cultural support organisations to enhance culturally safe service delivery and referral pathways.

CORE POSITION RESPONSIBILITIES

This position description outlines the primary responsibilities; however, it is not intended to be an exhaustive list.

Accountability Areas	Responsibilities
Leadership of Intake and Triage Team	• Lead and support the Intake and Triage team, fostering a positive, inclusive and trauma-informed workplace culture. • Oversee workload allocation, performance monitoring and professional development of intake staff. • Facilitate team meetings, case triage sessions and reflective practice forums. • Work with the Leadership Team to develop and maintain current induction, training and mentoring materials and opportunities. • Ensure equitable, trauma-informed access, particularly for clients facing systemic barriers.
Operational Management	• Manage the day-to-day operations of intake and triage, ensuring timely, accurate, and sensitive client engagement. • Allocate and prioritise incoming matters, including urgent and high-risk issues. • Manage staff rosters for appointments, including First Nations support, outreach, prison calls and urgent lists. • Monitor interpreter bookings, call volumes, response times and other intake metrics to identify risks and improve efficiency. • Develop, implement, and review intake policies, guidelines and procedures to maintain best practice standards. • Escalate time-sensitive or complex legal matters appropriately within the legal practice.
Client Service Practice and Quality Assurance	• Ensure that all client intakes are trauma-informed and conducted equitably with empathy and cultural safety. • Resolve complex or escalated intake matters, providing expert guidance to team members. • Work closely with legal and service delivery teams to ensure seamless client assistance. • Promptly address client concerns and escalate issues. • Develop referral processes (including warm referrals) and options. • Maintain high standards of data recording, integrity and confidentiality in compliance with legal, ethical and data protection standards. • Oversee use of Actionstep for triage, booking and intake notes. • Identify and implement service improvements in intake systems and workflows.

Accountability Areas	Responsibilities
Collaboration and Stakeholder Engagement	• Build and maintain relationships with external referral partners, including community legal centres, government agencies, and specialist support services. • Represent the organisation in intake-related forums and community networks as required.
Data Management and Reporting	• Maintain accurate client and case data, reporting on key performance indicators to support organisational planning and compliance. • Analyse trends in client needs, service delivery, and outcomes to inform strategic decisions. • Monitor service delivery metrics, prepare reports, and use data to inform continuous improvement.
Strategic Contribution	• Contribute to organisational planning and service delivery strategy, particularly regarding access to justice and equity challenges. • Contribute to the ongoing refinement of the intake and triage model including development of integrated appointment systems and full utilisation of Actionstep functionality. • Participate in service design and integration with other parts of Women's Legal Service NSW. • Represent the intake team in internal meetings and working groups. • Support initiatives that enhance community engagement, service accessibility and client outcomes.
Organisational and personal values	• Represent the organisation in an honest, ethical and professional way and act with integrity and respect at all times and in all situations. • Work collaboratively, sharing knowledge with colleagues to deliver professional excellence. • Recognise and report misconduct and illegal and inappropriate behaviour. • Show commitment to achieving work goals and deliverables. • Adhere to the Australian Solicitors Conduct Rules and the Legal Profession Uniform law at all times. • Proactively identify and manage risks in line with the Community Legal Centres Australia Risk Management Guide to uphold the safety, integrity, and quality of the Women's Legal Service NSW services.

SELECTION CRITERIA

Essential criteria	1. Commitment to Social Justice and Gender Equity. Demonstrated understanding of, and commitment to, social justice issues for women, particularly First Nations women, and women experiencing deep and persistent disadvantage (social, economic and cultural) and lack of access to legal services. 2. Qualifications. Tertiary qualification in law, paralegal studies, social work, community services or a related discipline. 3. Understanding of Legal and Ethical Responsibilities in a Legal Services Context. Understanding of legal practice obligations under the Legal Profession Uniform Law. Knowledge of confidentiality, privacy, conflict of interest, and legal professional privilege as they relate to intake and referral processes. 4. Trauma-Informed and Ethical Client Engagement. Experience engaging with diverse client groups facing disadvantage, trauma and legal complexity through trauma-informed, culturally safe and ethical practices. 5. Demonstrated Leadership and Team Management Experience. Proven experience in leading a team in a legal, community, or client services environment, including workload management, performance development, conflict resolution, and team wellbeing. 6. Communication and Interpersonal Skills. Excellent interpersonal, verbal and written communication skills, with the ability to engage sensitively with clients in crisis and work collaboratively across internal teams and external stakeholders. 7. Organisational, Time Management and Analytical Skills. Strong analytical and organisational skills, with the ability to manage time effectively, meet deadlines and support the team in balancing demand and capacity. 8. Technical Systems Proficiency. Proficiency in case management systems (e.g., Actionstep) and Microsoft Office suite. 9. Develop and Maintain Effective Systems and Processes.
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	Demonstrated ability to develop, implement and refine intake and triage processes and systems to ensure effective and timely client access to legal services. 10. Data Collection, Reporting and Continuous Improvement Experience. Experience using client management systems and data collection to inform reporting, service improvements, track performance, identify trends and risks, manage compliance and maintain data integrity and quality assurance.
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Additional criteria	11. Pre-Employment Screening. Satisfactory Police Check and Working with Children Check (as applicable). 12. Willingness to Travel. Ability to travel in line with work commitments. 13. Professional Development. Commitment to undergoing organisational relevant training and education in line with role responsibilities.
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Desirable criteria	14. Sector Experience. • Experience in the legal assistance sector. • Knowledge of legal and social issues affecting women and gender-diverse people, particularly in the following areas: discrimination, employment, sexual harassment, family law, domestic/family and sexual violence, compensation and victims support for victims of crime. • Understanding of trauma-informed and culturally safe practice. • Familiarity with Actionstep.
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The Women's Legal Service NSW considers being a woman a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).