

Community Access Officer

As a Community Access Officer, you play a crucial role as the first point of contact for clients seeking support from Basic Rights Queensland. You are responsible for assessing eligibility, booking appointments, conducting conflict checks, providing administrative and paralegal support, and escalating urgent matters as needed. You support the efficient operation of our services and programs, ensuring accessibility and responsiveness in service delivery.

As a member of the Community Access team at BRQ, you contribute to:



Client intake and triage

Providing first-contact client support, assessing eligibility, and ensuring appropriate referrals and bookings.



Administrative and data management

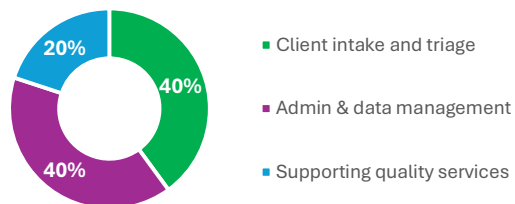
Ensuring accurate data recording, compliance, and smooth office operations.



Supporting quality services

Provide support to Advisors when you have capacity, including preparing and lodging documents, drafting correspondence and undertaking research

You should expect to spend the vast majority of your time on client intake and triage and administrative/data management, with a smaller portion of time supporting our services.



To succeed in this role, you need:

- Strong client service skills, including the ability to communicate effectively with diverse communities and manage sensitive information professionally.
- Attention to detail and data management expertise, ensuring accurate and timely entry of client information in systems like Actionstep.
- Understanding of legal and jurisdictional issues, enabling effective triage, eligibility assessment, and referrals.
- Ability to work flexibly and collaboratively, balancing multiple priorities and contributing to a positive team culture.
- Commitment to social justice principles, ensuring accessibility, fairness, and responsiveness in service delivery.

Your key responsibilities include:



Client intake and triage

- Act as the first point of contact for clients, ensuring service accessibility and inclusion
- Identify legal, jurisdictional, and conflict issues and refer clients appropriately
- Assess client eligibility and refer internally or externally as needed
- Provide basic legal information within approved guidelines
- Book appointments and legal clinic times, including follow-ups
- Escalate urgent matters to relevant team members



Administrative and data management

- Ensure accurate data entry and case file management in Actionstep and other systems
- Maintain high standards of record-keeping and data integrity
- Develop and maintain intake procedures and documentation to improve efficiency
- Adhere to all relevant policies, procedures, and legislation



Supporting quality services

- Gather relevant information, organise materials, and summarise key details to support advisors
- Draft correspondence and simple legal documents under supervision, ensuring clarity and accuracy
- Conduct legal research to support casework and client assistance
- As directed, communicate with clients to ensure they are informed about their case progress, understand next steps, and feel supported throughout the process
- Identify and suggest process improvements