

JOB DESCRIPTION FORM

Position Title	Client Services Officer – Night Legal Service
Location	East Victoria Park
Department	Legal Team
Reporting to	Supervising lawyer – Night Legal Service
Date Updated	September 2026

OUR VISION	Increase community access to justice for people, who are socially disadvantaged
OUR MISSION	Deliver legal and social services, community education and law reform to promote social justice
OUR OBJECTIVES	1. Provide accessible legal and social services to target communities with particular regard to those, who are socially disadvantaged and to other groups 2. Develop resources, provide information and deliver community education programs that build the capacity of the community and industry to understand the law and social systems 3. Initiate and participate in law reform
OUR VALUES	• High quality client service • Working within a community development framework • Access and equity • Acceptance of diversity in the community • Use of funds with integrity and accountability • Responsiveness to changing community needs • Collaboration and consultation with stakeholders • Involvement of the community in our services

Purpose	The Client Services Officer plays an important role in supporting the smooth and efficient operation of Sussex Street's Night Legal (Pro Bono) Service at the East Victoria Park office. The position provides high-quality administrative and reception support to solicitors and clients, ensuring effective appointment coordination, accurate intake record keeping, and compassionate, professional interaction with clients. This role contributes to the overall delivery of accessible and responsive legal services, particularly to vulnerable individuals navigating complex issues.
Key Responsibilities and Duties	Reception and Client Support • Greet clients and pro bono lawyers, as well as students and interns with professionalism and respect

	• Manage incoming telephone calls, including handling enquiries and directing calls to the appropriate solicitor or making the appropriate referral. • Perform conflict checks using CLASS and maintain accurate appointment records via electronic diaries. • Provide appointment scheduling, rescheduling, and confirmation services. • Create client intake matters on the organisation's CRM (ActionStep) with due care and diligence. • Offer information and referral services to other agencies where appropriate. • Follow up with clients as per solicitor instructions if applicable. Administrative and Legal Support • Monitor solicitor schedules and daily commitments to ensure timely service delivery (in case of cancellation or unavailability of lawyers/clients) • Prepare and maintain accurate intake sheets, client files, and filing systems (on ActionStep), ensuring all relevant data is entered into ActionStep in accordance with organisational timeframes. • Support solicitors by ensuring client documents are accurately received, organised, and filed in both electronic and any hard copies scanned and returned to clients immediately. • Provide other administration support to the Night Legal Service Coordinating lawyer as required. Office Operations • Ensure reception and shared areas remain tidy, organised, and professional at all times. • Liaise with external stakeholders and service providers on behalf of the team when required. Compliance and Confidentiality • Ensure client records and data entries comply with internal policies, legal obligations, and funding requirements. • Maintain a strong understanding of data privacy and confidentiality principles, particularly when handling sensitive client matters. • Escalate complex client or administrative issues to relevant supervisors or solicitors in line with organisational protocols. Other • Contribute to the maintenance of SS's Accreditation to the National Accreditation Standards • Be aware of, support and promote occupational health and safety standards • Other duties as required
Key Relationships	• Collaborate closely with the Night Legal Service Coordinating Lawyer, Sussex Street staff and pro bono legal team to deliver high-quality administrative support. • Foster and maintain positive working relationships with external stakeholders, including service providers, to ensure integrated and holistic support for clients.

About the Jobholder	Mandatory elements for all Sussex Street employees • Right to work in Australia • Hold or ability to obtain a national police check. • Strong alignment to SS Values • Committed to working collectively towards SS vision, mission and objectives • Contribute to the maintenance of SS's Accreditation to the National Accreditation Standards • Committed to working in line with WHS Essential Criteria for Position • Excellent interpersonal skills, with the ability to engage professionally and sensitively with clients. • Demonstrated ability to manage front-of-house operations, including reception and appointment coordination. • High level of attention to detail, particularly in managing client records, legal documentation, and data entry. • Proficiency with Microsoft Office and comfort using client management systems (e.g. ActionStep, SharePoint). • Strong organisational and time management skills with the ability to multitask and adapt in a dynamic environment. • Understanding of confidentiality and professional boundaries in a legal services context. Desirable Selection Criteria for Position • Experience in administration or customer service, ideally in a legal, community, or client-facing setting. • Position Experience working in a legal service or community legal centre. • Familiarity with ActionStep and other legal administration software. • Understanding of legal processes related to family law, civil law or minor criminal matters.
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