

Position Title:	Administration Assistant
Terms of Employment:	Fixed term until 30 June 2022
Hours	Negotiable 17 – 22.8 hours per week
Reporting to:	Administration Manager
Location:	Level 1, 63 Thomson Street Belmont or working remotely when required and by agreement
Employment Conditions	In accordance with the Community Legal Centres Multi Business Agreement, Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS), and applicable legislation
Probationary Period	A three-month probationary period applies, which may be extended by an additional three months. Employment may be terminated by the employee or BCLS within the probation period with one week’s written notice
Classification and Pay Rate:	Community Development Worker Level 2 Class I (Unqualified)
Salary packaging	The benefits of tax-effective salary packaging may be available (including access to Accommodation and Meal Entertainment packaging)

Barwon Community Legal Service

BCLS is an independent not-for-profit community-based organisation, serving the local government areas of City of Greater Geelong, Borough of Queenscliff, Surfcoast Shire, Colac Otway Shire and some regions of Golden Plains Shire since 1986. The service is an incorporated association governed by an independent Board of Directors and receives funding from a number of sources to deliver services across a range of program areas.

Services currently offered include legal information, referral, advice, casework, social work and education for members of the local community. Our model of service provision ensures that work undertaken is reviewed for emerging patterns and trends, and that issues requiring structural change or political intervention are identified and addressed through advocacy, community education and social policy initiatives.

Position Context

To provide administration support, ensuring accurate and timely data entry of client file information and data and to provide client intake and reception relief.

Collaborates With

BCLS management, employees and volunteers. Centre clients and members of the community.

Decision Making Authority

In consultation with the Administration Manager, decision making authority regarding own day to day work flow.

Key Responsibilities**Information Management**

Maintain client and client services records using electronic information management systems. This includes but is not limited to:

- Preparing and sorting client files and documents for data entry
- Entering data into database software and checking to ensure the accuracy of the data that has been inputted
- Resolving discrepancies in information and obtaining further information for incomplete documents
- Responding to information requests from authorised members

Client Intake and Reception Back-fill and Relief

During core staff lunch breaks and leave, carry out intake and reception duties as rostered, as follows:

- Client Intake:
 - Conduct initial legal needs identification;
 - Inform people interacting with the legal practice about services available, eligibility criteria and complementary services.
 - Provide referrals to a range of internal and external services to assist clients with their related needs, including the monitoring of referral effectiveness within the scope of the position.
 - Schedule appointments and type up notes in relation to appointment
 - Complete conflict checks to ensure client can access service.
- General Reception:
 - Greet all visitors
 - Transfer calls as necessary
 - Receive and dispatch deliveries
 - Take and ensure messages are passed to the appropriate staff member on a timely basis

General Administration Duties

- Perform ad-hoc administration duties
- Assist with mail as required

Key Selection Criteria (Qualifications, Knowledge & Skills, Personal Attributes)**Mandatory Qualifications**

- Exposure to an office environment

Desirable Qualifications

- 1+ years of experience in administration/client services
- Undergraduate law students and graduates are encouraged to apply

Essential Knowledge and Skills

- High level of attention to detail and ability to adhere to data processes, with knowledge of Microsoft Office suite
- Effective written and verbal communication skills – the ability to explain complex processes in plain language
- Experience with technology systems
- Commitment to the principles of equity, access and social justice.

Desirable Knowledge and Skills

- An understanding of legal practices and services
- Understanding of the principles and practice of the community sector
- Experience working with people from diverse ethnic and social backgrounds

Personal Attributes

- Ability to contribute to a positive working environment
- Team orientation
- Ability to work under pressure and handle difficult conversations
- Discrete and professional
- Compassionate and empathetic

Application Process

Applications close Monday 18th October 2021.

Applications including cover letter addressing the selection criteria and resume should be addressed to the Principal Lawyer Mandi Hyland and forwarded electronically to employment@barwoncls.org.au

The recruitment process is expected to comprise two stages for short-listed applicants:

- A face-to-face interview with the selection panel; and
- Professional reference checks.

The selection panel may conduct additional interviews or assessments at its discretion.

Further Information: www.barwoncommunitylegal.org.au

Enquiries: Please contact Mandi Hyland, Principal Lawyer, on 1300 430 599.