

Position Title:	Legal Practice Coordinator
Terms of Employment:	Full Time - Ongoing
Hours	38 hours per week
Reporting to:	Practice Manager (Family Law and Family Violence)
Direct Reports	Reception, Family Violence Intake Worker, Paralegal, student volunteers
Office Location:	Level 1, 63 Thomson Street Belmont or working remotely if required and by agreement
Probationary Period	A three-month probationary period applies. Employment is subject to a satisfactory Police Check.
Classification and Pay Rate:	Social and Community Services Employee (SCHACDS Award) Level 5.1- Annual Salary \$93,859
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

The Legal Practice Coordinator will lead the client intake function and provide client intake and administrative support to our lawyers.

The Legal Practice Coordinator will work as part of an integrated multi-function team working across a number of different practice areas, providing essential support to the efficient coordination and administration of the legal practice.

The Legal Practice Coordinator will support the delivery of a holistic legal service to clients and the community by the legal practice team which also includes community legal education, community development activities as well as law reform and legal policy work.

Collaborates With

The Legal Practice Coordinator will supervise the receptionist, Family Violence Intake Worker, Paralegal and student volunteers, coordinate lawyer volunteers and work closely with the community lawyers.

External stakeholders are clients, Victoria Legal Aid, Geelong and Colac Magistrates' Courts, and our community and health partners.

Decision Making Authority

Under the supervision of the Practice Manager (Family Law and Family Violence), decision making authority regarding priorities, planning and organisation of their own work and that of supervised staff and volunteers and establish and maintaining the most appropriate operational methods for the team.

Key Responsibilities

Intake and Legal Team Administration

- Oversight of the reception and intake function, ensuring that services provided are appropriate, efficient and effective
- Coordinate workflow of the intake team
- Ensure systems are in place to manage resourcing during periods of staff absence
- Oversight of 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 appointments

- Complete conflict checks to ensure clients can access service.
- Coordination of client file review (administrative sign off)
- Coordination of Enhanced Family Violence function
 - Pre-court information services
 - Post-court legal health checks
 - Facilitated referral and provision of legal information for family violence clients (as appropriate)
 - Oversight of preparation of Further and Better Particulars by volunteers and paralegal
- Assisting in the management of files and data entry within the case management system if needed

Reception Back-fill and Relief

During core staff lunch breaks and unexpected leave, carry out intake and reception duties as needed including:

- 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 appointments
 - Complete conflict checks to ensure clients can access service.
- General Reception:
 - Greet all visitors
 - Transfer calls as necessary
 - Receive and dispatch deliveries
 - Take messages and ensure they are passed on to the appropriate staff member on a timely basis

General Administration Duties

- Provide basic IT support and troubleshooting to the legal and intake teams prior to escalating to IT service provider
- Prepare and maintain written procedures and processes for the intake function and legal admin tasks
- Assist with recording of service delivery data and reporting as needed

Volunteer Coordination

- Forward planning to ensure pool of volunteers meets the needs of the volunteer rosters
- Recruit and onboard student volunteers
- Organise annual volunteer thank you function
- Coordinate student volunteer workflows and task allocation (including lawyer support, file management, intake, court support, client paperwork)
- Coordinate intake and roster for night service (staffed by volunteer lawyers)
 - Ensure intakes and conflicts are completed, provide intakes to lawyers, follow up for appointment notes and record. Liaise with Principal Lawyer when volunteer absences arise.

General Responsibilities

- Attend internal staff and planning meetings
- Prepare material for BCLS Annual Report
- Attend Annual General Meeting
- Attend other events as required
- Attend conferences as required
- Participate in professional development activities
- Share general office duties
- Other duties as required

Work Arrangements

Some travel may be necessary between office sites and to attend outreach locations and/or meetings. BCLS has a vehicle available for staff who are fully licenced. Alternately employees may utilise their comprehensively insured private vehicles and are able to claim a mileage allowance, or take a taxi.

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

Essential Experience

- Experience in a legal administrative role or a high level administrative / secretarial / executive assistant role
- Experience supervising staff
- Experience with provision of excellent customer service delivery along with leadership in the development and take-up of appropriate processes and systems

Desirable Experience

- Experience in working with vulnerable client groups and those with complex needs

- Experience working with people from diverse ethnic and social backgrounds

Essential Knowledge, Skills and Attributes

- a 'sharp' mind and ability to learn and master new systems
- an energetic approach to work with high level of initiative to get the job done
- Ability to work within set processes and procedures, and to develop and enhance them.
- Technical expertise or self-taught IT confidence
- Provide ability to delegate and lead a small team
- Highly motivated with exceptional organisational skills
- Excellent written and verbal communication skills – the ability to explain complex processes in plain language
- Keenness to contribute to a positive working environment
- Ability to work under pressure and handle difficult conversations
- Compassionate and empathetic
- Demonstrated capacity for resourcefulness with an ability to manage competing and complex work priorities
- Commitment to the principles of social justice.

Desirable Knowledge, Skills and Attributes

- Understanding of the areas of law that are commonly encountered in community legal centres
- An understanding of community legal centre practices and services

Application Process

Applications close **Friday May 24, 2024**

Applications including cover letter (max two pages) addressing the selection criteria and resume should be addressed to Tamara Kotowicz, Practice Manager and forwarded to employment@barwoncommunitylegal.org.au.

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

- A face-to-face interview with the selection panel; and
- A second interview with leadership
- Up to three professional reference checks

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

Only short-listed applicants will be contacted.

Further Information: www.barwoncommunitylegal.org.au

Enquiries: Please contact Tamara Kotowicz, Practice Manager on 1300 430 599.



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COMMUNITY LEGAL SERVICE