**Women’s Legal Service NSW**

**Position Description**

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| **Position:**  **Administrative, Information and Referral Officer** | **Location:** Sydney Office: Lidcombe |
| **Salary Level: $**65,984.92 – $76,158.19 pa  $36.15 – $41.73 per hour  **Status:** Full time fixed term  **Hours:** 35 hours per week | **Award:** Linked to the Social, Community, Home Care and Disability Services Industry (SCHCADS) Award  **Salary Range:** WLS NSW Enterprise Agreement.  Grade 3 **$**65,984.92 – $76,158.19 pa  $36.15 – $41.73 per hour |
| **Supervisor** | **Accountability Structure** |
| **Responsible to:** Management Accountant | **Board of Management**  **↓**  **Executive Officer**  **↓**  **Management Accountant**  **↓**  **Administrative Information and Referral Officer** |
| **Role and Context of Position** | |
| Women’s Legal Service NSW promotes access to justice through the provision of legal services, law reform and community legal education, particularly for women who are disadvantaged by their social and economic circumstances. The role of WLS NSW role is to foster legal and social change to redress inequalities experienced by women.  The primary role of the Administrative Information and Referral Officer is to be the point of first contact for WLS incoming administration line calls and ensure the smooth and effective flow of communication between staff and callers. Provide operational support to ensure the efficient and effective running of the WLS office. This role includes a range of administrative and information coordination duties. | |
| **Supervision (as per WLS policy)** | |
| As per WLS policy.  Documented bimonthly supervision meetings to monitor and provide support with a focus on:   * Debriefing * Accountability * Work Health and Safety * Training and development | |
| **Annual Performance Appraisal** | |
| As per WLS policy.  An annual supervision meeting will assess:   * Achievement of expectations and requirements, including any relevant industry standards * Contribution to the vision and goals of Women’s Legal Service NSW   Standards for assessment will be drawn from expectations in this job description. | |

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| **Organisation Expectations** | | |
| This section describes expectations that apply to all employees regardless of their role. | | |
| **Expectation** | **Tasks** | **Evidence Guide** |
| **1. Governance and Accountability** | All employees will   * 1. Adhere to the WLS NSW Constitution, philosophy, policies and procedures including state & federal legislation, funding body service agreements, and industry standards   2. Write and complete work plans in line with the WLS outcomes if required   3. Prepare a progress report on outcomes if required   4. Document work in line with required standards   5. Undertake data collection   6. Perform all reasonable duties requested by the EO or Principal Solicitor   7. Work outside ordinary business hours may be required   8. Undertake a yearly performance appraisal   9. Attend supervision sessions | Demonstrated:   * 1. Familiarity with and application of all relevant regulations and standards   2. Appropriate monthly reports prepared and submitted if required   3. Work plans in place and appropriate if required   4. Communications clear and effective   5. All set duties carried out |
| **2. Teamwork** | All employees will:   * 1. Attend staff, team and casework meetings when required   2. Contribute to WLS planning relevant to own work   3. Contribute to a positive and cooperative work environment   4. Follow through on commitments   5. Contribute to housekeeping tasks   6. Note and discuss areas for process improvement   7. Act to support volunteers, management and other staff members | Demonstrated:   * 1. Effective working relationships with other staff.   2. Appropriate contributions to meetings   3. Appropriate contributions to planning activities   4. Supportive behaviour towards other staff and volunteers   5. Adapted to and/or suggested improvements to work processes |
| **3. Development** | All employees will:   * 1. Participate in required training and ongoing professional education | Demonstrated:  3.A Improvements in skill or knowledge from development opportunities |
| **4. Work Health and Safety** | All employees will:  Understand the WHS Policy, and how they can participate and support the implementation of WHS Policy | Demonstrated:  4.A Ability to identify safety hazards, report & document incidents or exercise duty of care |

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| **Position Expectations** | | |
| **Expectations** | **Tasks** | **Evidence Guide** |
| **1.**  **Area: Reception**  **Outcome:** Communications are timely and handled professionally. | * 1. Staff the administration line, reception email and front office in a friendly, professional manner   2. Provide accurate and appropriate referral information for clients   3. Record information and referral activities in the appropriate database   4. Monitor and direct incoming calls and messages to shared mobile phones | Demonstrated:   * 1. All communication is tracked, received and/or sent in a timely manner   2. Information and activities are recorded accurately. |
| **2. Area: Service Provision**  **Outcome:** Facilitate WLS provision of legal advice and provide safe and effective referrals. | * 1. Liaise with WLS solicitors and the IWLP Community Access Officers to assist with client referrals.   2. Assess and screen inquiries for referral to the Care Line and manage client appointments   3. Liaise with FRCs and contact clients for appointments   4. Check and forward messages on WWLS Line   5. Manage SMS appointment system   6. Conduct conflict checks on databases. Check client data for outreach advice clinics and prepare previous advice sheets   7. Maintain strict ethical standards and confidentiality regarding client information and the service | Demonstrated:   * 1. Referrals to internal and external services are appropriate.   2. Appointments are made in a timely manner. |
| **3. Area: Administrative Duties**  **Outcome:** Logistical arrangements and administrative systems operate effectivelyto support service delivery.  **Outcome:** Administrative systems and infrastructure are maintained and function efficiently. | * 1. Maintain the stock of standard forms. Keep mailing and contact lists, and the referral manual up to date   2. Update staff movements in accordance with the roster   3. Provide general administrative and secretarial services as required (e.g. typing and photocopying, send and receive job packages)   4. Oversee Mail In and Mail Out (including maintenance of mail supplies), organise couriers and telephone conferences as required   5. Respond to external requests for service information   6. Coordinate travel arrangements for staff and Board members   7. Assist the Executive Officer in all logistics for Board meetings   8. Be responsible for the timely procurement of office supplies   9. Provide assistance to the Management Accountant for the repair and maintenance of office equipment in the Sydney office including assisting staff with computer, equipment and software problems   10. Maintain an efficient filing system for the Law Reform activities undertaken at WLS   11. Enter, open and closed law reform records and maintain a law reform file register   12. Induct and train new staff in administrative systems   13. Prepare kitchen each morning   14. Assist Data Entry and Reporting Officer to maintain client archiving system and recall of archived files.   15. Manage secure destruction of documents containing sensitive information | Demonstrated:   * 1. All logistical arrangements are made correctly, in advance   2. Assistance provided to the Management Accountant for office equipment repair and maintenance   3. Mail and fax records in and out of service are kept   4. All administrative work is completed on time   5. Updates of all information systems are conducted in a timely manner and in line with policy and procedures   6. Filing of all Law Reform activities is up to date |
| **4. Area:** **Production & Distribution of Publications & Resources**  **Outcome:** System for publication & distribution of resources is efficient and effective. | * 1. Maintain a system for the administrative functions associated with production and distribution of WLS publications.   2. Maintain stocks of up to date legal information resources | Demonstrated:   * 1. System for production and distribution of publications is efficient.   2. Distribution of resources following request in a timely manner. |

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| **Selection Criteria** |
| **Essential:**   1. Demonstrated experience in customer service 2. Demonstrated ability to organize, prioritise and undertake a range of administrative tasks and clerical duties including word processing 3. Ability to work in a team environment 4. Demonstrated written and oral communication skills 5. Understanding of and commitment to social justice issues for women, particularly those experiencing economic and social disadvantage and lack of access to legal services 6. Demonstrated basic database experience   Being a woman is a Genuine Occupational Qualification for the purposes of WLS service provision (Section 31 *Anti-Discrimination Act 1977*). |
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| **Certification** |
| I have carefully reviewed this Position Description and am satisfied that it fully and accurately describes the requirements of the position **WLS Authorised Officer**  Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.  **Receptionist**  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Ensure each page of this agreement is initialled)  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Development Date:** | **Review Date:** | **Next Review Date:** |
| September 2017 |  |  |