

Client Services and Intake Officer Full Time

About Canberra Community Law

Canberra Community Law (CCL) is an independent community legal centre. CCL provides flexible and accessible legal services free of charge to people facing disadvantage or other barriers to accessing the justice system. CCL has been part of the Canberra Community for 40 years. During this time, CCL has responded to the changing and increasing legal need in the ACT with trauma-informed and culturally sensitive and holistic legal services. CCL's programs, provide targeted legal services and support that empower both our clients and the broader community to live a better quality of life.

CCL works in collaboration with social support services, other community based legal services and with Commonwealth and Territory governments to realise our vision of a fair and thriving community. We are the only free legal service in the ACT that specializes in social housing, social security, disability, race discrimination and homelessness law.

CCL's legal team collaborates with our social worker and our disability justice liaison officer to offer intensive support to people who have multiple barriers to resolving their legal issues.

CCL operates a range of specialist legal services for specific groups facing systemic barriers to justice including our Dhurrawang Aboriginal Human Rights Program, Mental Health Justice Clinic, Parachute and Street Law.

CCL also undertakes community legal education and law reform work and is a leading voice for change in the ACT and region.

For further information about CCL, please visit our website at www.canberracommunitylaw.org.au.

Position Identification

Position Title: Client Services and Intake Officer

Direct Report to: Senior Client Services and Intake Officer but ultimately accountable to CCL's Executive Director/Principal Solicitor

Employment Status: Full Time

Employment Conditions: Employed under the Community Sector Multiple Enterprise Agreement (ACT) 2014-2018

Salary: \$74 040.34 to \$77 797.17 (Salary Grade CS3) per annum (depending on qualifications and experience) + superannuation + salary packaging options

Generous leave provisions including extra paid leave over Christmas

Opportunities for Professional Development

Workplace culture which is dedicated, collaborative and dynamic

Ongoing training and development

Contact for Position Enquiries: Genevieve Bolton, Executive Director/Principal Solicitor
(02) 6218 7922 or gbolton@canberracommunitylaw.org.au

Position Objective

The Client Services and Intake Officer works as part of CCL's front office team and supports CCL's full time Senior Client Services and Intake Officer to provide high quality administration and front line services to CCL's staff and clients.

The Client Services and Intake Officer is the first point of contact between clients, referrers and CCL. The focus of the position is to undertake reception duties, conduct client intake and triage, manage CCL's info email box and undertake general administrative duties.

Main Duties/Responsibilities

The key duties/responsibilities of the Client Services and Intake Officer are as follows:

- Reception duties including answering calls, returning calls, transcribing Voice Mail messages and assisting clients who attend CCL office.
- Booking client appointments/confirming client appointments.
- Providing accessible, efficient and effective intake services to those seeking assistance including:
 - Information provision;
 - Initial legal needs identification; and
 - Risk assessment.
- Triage calls in accordance with CCL's guidelines and entering into CCL's data base.
- Providing clear, accurate and concise information to clients and other stakeholders who contact CCL in person, by phone or by email.
- Communicating with clients in an effective and trauma informed manner.
- Providing appropriate and up to date information and referrals to clients as needed and document referrals in CCL's database.
- Conducting client conflict checks.
- Providing high quality administrative support including managing CCL's info email box, opening and closing client files, processing of incoming mail, photocopying and scanning and taking minutes of CCL's meetings.
- General office maintenance including keeping the reception and front office tidy.
- Allocating work to and supervising volunteers as required.
- Complying with CCL's policies and procedures.
- Providing day-to-day IT support to CCL's staff as needed.
- Work collaboratively with colleagues to deliver a positive experience for clients.
- Other relevant duties as directed by the Executive Director/Principal Solicitor.

Selection Criteria

Essential

1. Excellent verbal and written communication skills.
2. Demonstrated ability to successfully provide front line services to clients experiencing disadvantage, vulnerability and/or complex needs.
3. Proficiency in the use of IT systems such as Microsoft (Outlook, Word, SharePoint), client management systems and databases.
4. Highly developed organisational skills and the ability to manage competing workloads under pressure.
5. Demonstrated ability to work efficiently as part of a team, to follow directions and to work independently.
6. Demonstrated ability to work collaboratively and constructively with colleagues.
7. Demonstrated commitment to social justice and human rights.
8. Ability to supervise volunteers.
9. Holder of a current Working with Vulnerable People Card.
10. Holder of a Driver's Licence.

Desirable

Experience in a similar role in the not-for-profit sector

How to apply

Applications should be addressed to the Executive Director/Principal Solicitor, Canberra Community Law and should include a **cover letter**, **resume** and **statement** addressing the selection criteria.

Short listing for interviews and selection will be based on responses to the selection criteria.

Applications which do not address the selection criteria will not be considered.

Applications should be submitted by email to jobs@canberracommunitylaw.org.au

If you have any queries regarding the position, please contact Genevieve Bolton, Executive Director/Principal Solicitor on (02) 6218 7922 or by email at gbolton@canberracommunitylaw.org.au

Closing Date for Applications: Monday 27 January 2025