



A program of Advocacy & Rights Centre Ltd (trading as ARC Justice)
ABN 23 082 541 240, 171 Hargreaves Street, Bendigo, 3550

- POSITION:** Legal Intake Officer
- REPORTS TO:** Nominated Community Lawyer
- DIRECT REPORTS:** No direct reports. The position will supervise volunteers and contractors on occasion.
- SALARY:** Terms and conditions of employment are based on the Community Legal Centres Multi-Business Agreement, with salary at SCHADS level 3 to 4 based on qualifications, skills and experience. The benefits of tax-effective salary packaging (up to \$30,000 grossed-up per FBT Year) plus access to Accommodation and Meal Entertainment packaging. An additional 3 days ex gratia leave between Christmas and New Year's Day is also provided. Employer funded superannuation is paid in accordance with the Superannuation Guarantee (Administration) Act 1992 and is in addition to the gross salary offered.
- HOURS:** 0.6-1 EFT to be negotiated
- Flexible work arrangements are available. Overtime is not payable, but flexitime is available within ARC Justice policy guidelines.
- LOCATION:** The office is in Shepparton. Some travel within the region maybe required for this role and a fleet vehicle is available for this purpose.

OVERVIEW

Organisational Overview

ARC Justice is an independent, not-for-profit, human rights organisation that incorporates the Loddon Campaspe Community Legal Centre, the Goulburn Valley Community Legal Centre and Housing Justice.

Our programs deliver accessible legal services, tenancy advice and support to those in our community in the greatest need. We deliver community education and advocate for systematic change that enhances the rights of rural and regional Victorians. We recognise that housing and legal issues do not occur in isolation and we work with local partners to ensure a whole-of-person approach to our work.

Vision

An inclusive community built on a foundation of human rights and equality before the law.

Purpose

We promote equality before the law for people in rural and regional Victoria by providing legal, advocacy and support services; elevating justice as an issue in public discourse; and advocating for systemic change that upholds human rights.

Principles that underpin our work

- **Community:** We serve, build capacity and are accountable to the community to which we belong.
- **Learning:** We are inquisitive and receptive to new ideas, use evidence-based practice and share our knowledge to achieve the greatest impact for our communities. We learn from both our successes and mistakes.
- **Partnership:** We believe partnership and collaboration with individuals, communities and organisations is the only way to create meaningful and sustainable change.
- **People:** We are committed to ethical and sustainable practice that values our people in achieving our purpose.
- **Recognition of First Peoples:** We celebrate the strength, culture and contribution of our First Peoples. We recognise the systemic injustices brought against them, and work in partnership with local Aboriginal communities to bring justice.
- **Respect:** In all of our work, we show respect. We value diversity and acknowledge differences, knowing these strengthen our community.

ARC Justice is committed to the health, safety and wellbeing of its staff. ARC Justice and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety and privacy laws. ARC Justice is committed to safety and wellbeing of all children and young people.

Goulburn Valley Community Legal Centre

Goulburn Valley Community Legal Centre (GVCLC) operates in the Goulburn Valley, encompassing the local government areas of Greater Shepparton, Mitchell, Moira, Strathbogie, Benalla and Mansfield.

GVCLC services include:

- Legal Assistance (information, referral, advice and casework)
- Legal Education
- Policy and Law Reform Work

GVCLC provides generalist services and a range of specialist services including:

- Family Violence prevention legal services including family violence duty lawyer services at Shepparton, Seymour, Benalla, Mansfield and Cobram Magistrates' Courts.
- Family law and child protection advice and casework assistance
- Clinical Education Program with Deakin University law students
- A Health-Justice Partnership with Rumbalara Aboriginal Cooperative Ltd
- An Employment Law Partnership with JobWatch providing services for Working Holiday Makers

POSITION OBJECTIVE

An integral client focussed role; the Legal Intake Officer will be the first point of contact for our clients. The position is one of two Legal Intake Officer roles at the Centre and these responsibilities will be shared. The position would be suited to a law student who has made significant progress in their legal studies or a recent graduate. The role provides telephone and face to face services to identify a clients' legal issues and provide information. The role will identify, prioritise and action clients' legal and support needs through referrals to in-house and external services. This role also provides reception services for GVCLC.

The position is also responsible for client data management and entry, high level drafting of official documents, management of correspondence, and the supporting of service coordination, volunteers and community legal education through agreed processes.

KEY RESPONSIBILITIES

Intake and client services	<ul style="list-style-type: none"> • Detailed handling of calls and client walk ins through the provision of accurate, responsive and high quality: <ul style="list-style-type: none"> (a) diagnosing legal problems (b) assessing priority client factors (c) providing legal information on a wide range of legal matters (d) providing referrals to legal and non-legal services (e) managing complex client needs and managing expectations • Maintain a thorough understanding of a broad range of legal issues to diagnose and accurately assess and address client needs • Undertake conflict checks • Triaging clients according to urgency and eligibility criteria • Implement and maintain intake systems and procedures
Reception and general administration	<ul style="list-style-type: none"> • Provide reception services for GVCLC including open and close reception on time and managing visitors • Attend to and direct phone calls to the appropriate staff member • Maintain signage, reception area, duty rooms and board room • Ensure pamphlets at reception are up to-date, in stock, and tidy • Ensure that the records and files of the service are administered within the policies and procedures and maintain storage spaces. • Participate in the production and dissemination of information regarding the programs including how the service operates. • Supporting corporate services activities such as petty cash, office supplies and fleet coordination
Legal administration	<ul style="list-style-type: none"> • Monitor and act as administer for client databases (including CLASS) to ensure compliance, including processing claims and grants of aid on ATLAS • Provision of legal and administration support to lawyers in their advice and casework including filing, photocopying, file management, preparation of correspondence and documentation (including Court documentation and affidavits)

	<ul style="list-style-type: none"> • Develop and maintain familiarity with casework guidelines and program specific guidelines • Support the management of team rosters and diaries to ensure service coverage • Develop practices and procedures for systems improvement, in particular matter allocation, client bookings and file management • Develop and maintain familiarity with the legal service system, key providers and referral options and materials, including coordination of the review and updating of local referral databases • Support community legal education (CLE) activities as required in guidance with the GVLCL team including requests, development and maintenance of in-house resources and where appropriate presentation of CLE sessions
Ways of Working	<ul style="list-style-type: none"> • Supporting colleagues and the team • Attend and participate in staff meetings, taking minutes if required • Active contribution to meetings and quarterly staff days • Maintain organisational values and behaviours and adhere to Ways of Working/ Code of Conduct policy and timely and responsible use of procedures such as issues resolution and grievance • Comply with policy and procedures and maintain currency through training that relate to legal and regulatory requirements and our ways of working. • Support the achievement of the ARC Justice Strategic Plan, through work plans and team planning
Other duties	<ul style="list-style-type: none"> • Seek out training opportunities to further enhance professional development in accordance with duties as required within this position after consultation with your supervisor • Contributing to monitoring and evaluation activities and reports as required • Participate in regular supervision and meet agreed performance indicators and work plan activities • Undertake any reasonable additional tasks as directed by ARC Justice

KEY SELECTION CRITERIA

Essential (Skills, knowledge, experience)

1. Demonstrated ability to engage with people who have complex vulnerabilities including trauma and a commitment to access and equity principles.
2. High level legal diagnostic and problem solving skills to accurately assess and address client needs.
3. Demonstrated knowledge and skills using referral agencies and partners and provide relevant information and appropriate referrals.
4. Experience and practical knowledge of law and procedure gained from experience in a legal environment.
5. High level oral and written communications skills, including legal drafting and strong interpersonal skills
6. Competent with Word, Excel and data entry as well as records/filing and office systems (experience in ATLAS and CLASS will be viewed favourably).

Desirable (Skills, knowledge, experience, qualification and/or training)

1. Completion of a law degree and admitted to practice or in progress of admission.
2. Experience with community organisations and the social and economic issues that impact on legal issues in the community.
3. Experience in the development and delivery of CLE.

Prerequisites

1. Significant progress with Law degree.
2. Unrestricted Victorian driver's license. This is at the employee's own expense.
3. Clear Police record check (concerning offences of dishonesty and personal safety) and obtaining a Working with Children Card (if applicable). ARC Justice will cover the costs involved.
4. Disclosure of any formal disciplinary action taken by any current or former employer including any finding of improper or unprofessional conduct.