

## Position Description

**Position:** Legal Service Administrator

**Salary:** Social, Community, Home Care and Disability Services Industry Award 2010, Level 4

**Hours of Duty:** 30 hours per week permanent part time

**Report Lines:** Reports directly to the Coordinator on all matters, except those specifically related to the Legal Service, where reporting will be to the Principal Solicitor.

### ORGANISATIONAL ENVIRONMENT

Northside Connect Inc [NCI] consists of a multidisciplinary team working collaboratively to deliver the following programs:

- Nundah Neighbourhood Centre [NNC]
- Brisbane North Community Legal Service [BNCLS]
- Domestic Violence and Family Support Program [DVFSP]

NCI programs are funded through recurrent funding from the Department of Communities, Child Safety and Disability Services and Federal Attorney-General's and Queensland of Justice and Attorney General's Departments, with supplementary funding from project and one off funding grants, sponsorship, fundraising and donations.

### KEY RESPONSIBILITIES

- To provide administrative support to NCI legal services and its day time Solicitors.
- To coordinate the Wednesday Evening Legal Service [WELS].



## **DUTIES**

### **Administration Duties**

Provide administrative support to the day time service and WELS in the delivery of legal assistance to clients of NCI including:

- Maintain files and systems as per Policies and Procedures, the Australian Solicitors Conduct Rules [ASCR] and the Risk Management Guide [RMG] including
  - Client information files and systems
  - Data information collection systems
  - Legal Service material both hard copy and electronic
- Provide back up support and be second point of contact for day time reception and intake services for the Legal Service and assist with undertaking triage assessment of requests for legal assistance, with consideration of both legal and psycho social support
- Assist the Solicitors and Coordinator with the ongoing National Accreditation Scheme requirements including assisting with reviewing and maintaining forms, files and systems and contributing to the ongoing progress reports and 3 year Accreditation process.

### **Community Legal Education**

Provide administrative support to the Community Legal Education (CLE) program and assist the day time Solicitors and Coordinator to undertake the following:

- Identify CLE requirements with a particular focus on key target groups including women who have experienced domestic and/or family violence and people who are financially disadvantaged
- Build collaborative relationships with other key stakeholders that are beneficial to the CLE program
- Assist in the development of CLE resources that can be delivered through a range of methods to meet the needs of the key targets groups and the broader community

### **Volunteer Management**

Oversee the day to day management of the volunteer program for the BNCLS program including:

- Respond promptly to all volunteer Solicitor and Student enquires for the Legal Service and assist the Principal Solicitor in induction and orientation and maintain the WELS roster for Solicitors and students, as per Policies and Procedures, ASCR and RMG.
- In collaboration with the Coordinator/ Principal Solicitor address any issues with volunteers and ensure volunteers are appropriately supported.

### **Wednesday Evening Legal Service (WELS)**

Oversee the operation of and ensure the smooth running of the WELS including

- Make all necessary arrangements prior to opening of WELS each week to allow volunteers to perform their duties effectively.
- Provide direction to the volunteer Students on duties and tasks to be performed at WELS
- In consultation with the Principal Solicitor respond to any issues that may arise during the running of the WELS

### **Team Responsibilities**

- Function as part of the Northside Connect Inc staff team within the Organisation's policies, practices and frameworks including Workplace Health and Safety practices.
- Proactively participate in and contribute to: orientation, staff meetings, supervision, staff training and staff development reviews.
- Ensure the Centre is a safe and welcoming environment including taking responsibility for addressing any breaches of Policies and Procedures and deal with incidents as they arise.
- Undertake any other duties related to the position as may be determined by the Coordinator within the objectives of the NCI.

### **QUALIFICATIONS AND EXPERIENCE**

- Experience working with volunteers
- Relevant qualifications and/or experience in administration within a community based organisation
- Experience in a law related environment is desirable

### **Other Requirements**

- A current Working with Children Check
- Senior First Aid Certificate
- Proof of at least two COVID 19 Vaccinations

- **KEY SELECTION CRITERIA**

- Experience in administrative management and attention to detail in the protection of privacy and confidentiality of sensitive material
- Experience in managing volunteers and an understanding of the unique nature of volunteering within a community organisation
- Experience in engaging with people from diverse backgrounds including people who are experiencing financial disadvantage and the ability to make assessment of complex needs and provide information and make referrals as appropriate
- Ability to assist in the development and delivery of CLEs including content development, advertising and promotion, data collection and evaluation
- Ability to work autonomously, efficiently and effectively with well-developed time management and organisational skills, including the ability to oversee the running of a busy volunteer legal service program
- High level skills in verbal and written communication and the ability to engage with a wide range of groups and stakeholders including clients, legal professionals, volunteers and the broader legal and community sector

**Additional Information**

- This position is permanent part time
- Normal work hours include: Wednesday evening from 4.30pm to 9.30pm with the remaining balance of hours to be undertaken within the span of 9am to 5.00 pm, Monday to Friday. Occasionally staff may be required to work outside of normal work hours for specific projects or events.

The work of Northside Connect Inc may require staff to engage with people who have experienced and may continue to experience distressing and traumatic circumstances in their life, including domestic and family violence, mental illness, poverty and unemployment and homelessness. As a direct response to the trauma and distress experienced, people may demonstrate behaviours that are challenging and difficult to manage for staff.

Personal resilience and healthy coping strategies are essential to sustain working in confronting and challenging circumstances in which NCI supports its staff and volunteers