

Legal Intake Officer - GVCLC

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 HousingJustice.

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.

The role

An integral client focused 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. Applicants with significant paralegal experience, without legal studies will also be considered.

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

- Detailed handling of calls and client walk ins through the provision of accurate, responsive and high quality:
 - (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

- 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

- 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).
- 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.

Performance indicators

Performance indicator	Measurement of performance indicator	Assessment period
Perform effectively the duties and responsibilities in your position description with commitment and diligence.	Since your last appraisal how have you done this, please provide an example.	12 months
Use your best endeavours to protect and promote ARC Justice's interests, reputation and strategic priorities.	Since your last appraisal how have you done this, please provide an example.	12 months
Promote a positive culture and support your colleagues – we value stepping outside of our day to day work and helping each-other.	Since your last appraisal how have you done this, please provide an example.	12 months
Approach your work with adaptability and openness to feedback and learning, including seeking out relevant opportunities to support your professional development.	Since your last appraisal how have you done this, please provide an example.	12 months

Performance indicator	Measurement of performance indicator	Assessment period
Contribute actively to meetings and team discussions - we value your expertise and input.	Since your last appraisal how have you done this, please provide an example.	12 months
Maintain all qualifications, licenses, skills, knowledge and competencies relevant to your employment with ARC Justice.	Since your last appraisal how have you done this, please provide an example.	12 month
Maintain organisational values and behaviours as outlined within the Code of Conduct, including cultural safety and awareness.	Since your last appraisal how have you done this, please provide an example.	12 months

Other roles and responsibilities

- Comply with policy and procedures and maintain currency through training that relate to legal and regulatory requirements and our ways of working.
- Seek out training opportunities to further enhance professional development in accordance with duties as required within this position after consultation with your manager.
- Contribute 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 management.

Ways of Working

- Support colleagues and the team environment– we value stepping outside of our day to day work and helping each-other.
- Contribute actively in meetings and quarterly staff days – we value your input and feedback helps us improve.
- Maintain organisational values and behaviours.
- Support the achievement of the ARC Justice Strategic Plan, through team planning and work plans.

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 favorably).

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.

Prerequisites

1. Significant progression or completion of a law degree or significant equivalent paralegal experience.
2. Unrestricted Victorian driver's license. This is at the employees' 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. As a child safe organization ARC Justice requires disclosure of any formal disciplinary action taken by any current or former employer including any finding of improper or unprofessional conduct.

Any changes to these prerequisites after employment commences must be communicated to the employer immediately by the employee.