

Position Description

Position Title:	Intake and Reception Officer
Classification:	SCHCADS Level 3
Primary Office Location:	Shepparton with occasional travel to other sites and locations
Employment Status:	Full-time 1.0 FTE
Reports To:	Intake Coordinator

ARC Justice

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.

We exist so that rights are known and acted upon, and communities are fairer. To achieve this our programs deliver accessible legal services, tenancy advice and support to people in regional and rural Victoria who experience disadvantage relating to their housing, family, relationship, consumer, economic, social and civil rights. We walk with First Nations people and communities. We deliver community education and advocate for systemic 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.

Organisational Context

Our diverse and capable regional teams include Managing Lawyers, Senior Lawyers, Lawyers and paralegals, as well as integrated program staff, social workers, community engagement experts, intake team members and financial counsellors. We value a learning culture and have longstanding active and committed student and volunteer programs which enhance our capacity to serve our communities and provide pathways to employment in our organisation. We deliver a suite of high quality, effective and holistic legal and aligned services to our clients across 13 Local Government Areas, some experiencing significant disadvantage. Servicing a variety of local courts and tribunals, we partner with local agencies for greater impact and influence and better outcomes for our clients. The needs of our communities, best practice and evidence inform and drive our advocacy, service delivery and law reform efforts.

We have expertise across a broad range of civil and administrative law, including family violence, family law, housing and residential tenancies, child protection and legal areas aligned with climate justice. We critically reflect and build capacity in response to evidence-based legal need and considerations of the greatest impact for genuine social change. Our Housing Justice program provides high quality advice and advocacy for renters in private and social housing to prevent or reduce socio-legal problems in a safe and rights-based way.

Our legal and housing programs are supported by high quality corporate functions across Finance and People and Culture. The Strategy and Impact team works across the organisation to ensure our services are designed using evidence and data, and that our impact is expertly measured, told in impactful ways, and places our clients at the centre of our work.

Role Purpose and Summary

The Intake and Reception Officer is the first point of contact for ARC Justice clients who may call or walk in and for staff when addressing issues that impact on their daily work. The primary purpose of the role is to identify a client's legal concerns, provide appropriate information and referrals to both in-house and external services and, where appropriate, make appointments and to provide corporate services administration support in the areas of facilities, fleet, information communication and technology and general administration tasks.

Key Responsibilities

The key responsibilities of the role are:

Reception

- Provide a primary reception service for ARC Justice including opening and closing reception in line with office hours.
- Communicate with clients in a pleasant, courteous and professional manner.
- Welcome clients and visitors and direct their inquiries and ensure visitor sign in and out including keys and passes where relevant.
- Attend to and direct telephone calls to the appropriate program or staff member as required.
- Arrange telephone messaging and signage for unusual events or closures.
- Maintain reception areas, duty rooms and Boardroom.
- Ensure pamphlets at Reception are current, stocked and maintained.
- Oversee and support staff with car and room bookings including room hire with external parties.
- Ensure staff and office supplies are ordered and maintained including weekly purchase of kitchen supplies.
- Support the management of ongoing contracts such as photocopiers, cleaners, security systems and other organisation needs as required.
- Coordinate and set-up catering for meetings and events.
- Collect, process and distribute internal and external mail and other documents.
- Assist with conference and accommodation bookings as required.
- Liaise with staff on administration procedures.

Intake and Client Services

- Provide effective customer service.
- Ensuring each client or visitor is made to feel welcome and respected, by providing information in a friendly, professional manner.
- Identify legal problems in order to arrange an appointment or make a referral.
- Triage clients according to urgency and eligibility.
- Maintain an understanding of a broad range of legal issues so as to diagnose and

accurately assess and address client need.

- Undertake conflict checks.
- Arrange Interpreters as required.
- Work with stakeholders to manage referrals.
- Work with the Intake Coordinator and Management to maintain intake systems and procedures.

Legal Administration

- Support the management of court rosters and diaries.
- Support the management of Outlook Inboxes and referrals into the service.
- Undertake conflict checks for court lists and retrieving files from storage as necessary.
- Contribute to discussions with respect to the development of practices and procedures for systems improvement.
- Develop and maintain familiarity with the legal service system, key providers and referral options and materials.

General Administration

- Ensure the records and files of the service are administered within policies and procedures and storage spaces are maintained.
- Participate in the production and dissemination of information to service users.
- Other general administrative tasks as required.

Community Engagement

- Supporting community legal education (CLE) activities as required.

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.

Participate in regular supervision and meet agreed performance indicators and work plan activities.

Undertake any reasonable additional tasks as directed by management.

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 the safety and wellbeing of all children and young people.

Qualifications and Professional Registrations

- Certificate IV in Business Studies or Community Services or similar from a recognised tertiary institution would be highly regarded.

Key Selection Criteria

Essential

1. Strong customer service capability, a commitment to access and equity principles and an ability to engage with people who may have complex vulnerabilities including trauma.
2. Ability to analyse and problem solve to accurately assess and address client needs.
3. Effective oral and written communication skills.
4. Proficiency in Microsoft Office applications particularly Microsoft Teams.
5. Experience and knowledge of general office and reception duties.
6. Ability to work autonomously, meet deadlines and establish work priorities.

Desirable

1. Awareness of community organisations and the social and economic issues that impact on legal issues in the community.
2. Experience in the administration areas of facilities, information communication and technology and fleet vehicles.

Ways of Working

Support colleagues and the team environment - we value stepping outside of our day-to-day work and working collaboratively.

Contribute actively to meetings and staff days - we value your input and your feedback helps us improve.

Maintain and consistently demonstrate organisational values and behaviours.

Support the achievement of the ARC Justice Strategic Plan, through team planning and work plans.

Safety Screening and Licences

- A current Victorian driver's licence.
- A clear Police check.
- A current Victorian employee Working with Children Card.
- As a child safe organisation ARC Justice requires disclosure of any formal disciplinary action taken by any current or former employer including any finding of improper or unprofessional conduct.

Signature

I have read the Position Description and I understand the physical and psychological requirements of the role.

Employee Signature