

Position Description

Volunteer Reception, Information and Referral Worker

Tasks

Assist people with a variety of legal and associated problems who contact us either by telephone or in person. This assistance may involve giving information, appropriate referrals or making relevant appointments. Specific duties:

- Become familiar with and keep up to date with the general operation and activities of the centre, managing client appointments, answering incoming calls and dealing with queries appropriately, etc.
- Make appointment bookings for day staff at the Centre's offices in Box Hill and Boronia as well as Outreach Services and night services for clients by telephone or who attend in person.
- Welcome and attend to clients by taking details and statistics.
- Make appointments for Community Legal Education seminars & classes.
- Take detailed messages for workers when they are not available to take phone calls.
- Data input client details and other statistics and retrieve information from database as required;
- General administrative duties.

Prior Experience/Qualifications Required

- Sensitivity to people, willingness to help and good organisational skills

Time Commitment

- One half day each week, either 9:00am to 1:00pm or 1:00pm to 5:00pm
- The position requires attendance at initial training offered by ECLC for all paralegal volunteers and on the job training. Supplement training will be offered as required.
- ECLC expects a minimum commitment of six months to any volunteer position with the hope of building an ongoing mutually beneficial relationship with all volunteers.



eastern **community legal** centre

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27 Bank Street
Box Hill VIC 3128
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Fax: (03) 9285 4833
Web: www.eclc.org.au

Suite B, 6 Floriston Road
Boronia VIC 3155
(PO Box 747)
Ph: (03) 9762 6235
Fax: (03) 9762 9751
E-mail: eclc@eclc.org.au

How to Apply

Please forward a cover letter and resume to eclc@eclc.org.au, attention to the **Volunteers Project worker**, outlining the office you would like to volunteer at, the program that you are interested in and your availability.

Positions in this role are highly sought after. Although there may not be any positions available when you apply, ECLC recruits regularly throughout the year. Your application will be put on a waiting list and you will be contacted when any suitable positions arise.