

Volunteer Paralegal Intervention Order Support Program (IOSS)

Eastern Community Legal Centre seeks equality and social justice within the legal system for disadvantaged members of the community. This is addressed through legal services and community development initiatives provided by volunteers, professional staff and community partners. The service covers six municipalities in Melbourne's east and has been operating as an independent non-profit community agency for over thirty years.

The Centre's legal practice has a focus on family law and family violence, including an advice service at the Ringwood Magistrates' Court, as well as civil and minor criminal matters, and specialised casework.

Role Purpose

The *Volunteer Paralegal – IOSS Program* is responsible for ensuring the smooth operation of the IOSS Program at Ringwood Magistrate's Court and undertaking family violence research and other projects at ECLC. This pivotal role will be the first point of client contact at Ringwood Magistrate's Court and is responsible for ensuring that clients understand the court process and are attended to, for facilitating referrals to court and community services as required, and providing administrative support to ECLC lawyers.

Key Responsibilities

- Represent ECLC and maintain a visible presence at Ringwood Magistrate's Court
- Provide clients with an understanding of the Court environment, its procedures and the IOSS process
- Build solid and reciprocal working relationships with Court services
- Facilitate referrals to Court and other relevant community services
- Provide administrative support including, but not limited to:
 - obtaining client data for files
 - completing forms for statistics
 - facilitating conflict checks through the ECLC office
 - obtaining photocopies of relevant documents
 - taking file notes
 - facilitate follow up appointments with ECLC lawyers
 - briefing duty lawyer prior to client appointments
 - assisting duty lawyer as required
- Complete family violence and other project work in support of ECLC initiatives
- Complete mandatory training and induction
- Participate in supervision with the Co-ordinator – Family Violence Integration Project (every 4-6 weeks during day service)

- Participate in telephone de-briefing after each Court visit
- Participate in quarterly meetings of IOSS Program Volunteers and relevant staff

Selection Criteria

- Ability to co-ordinate multiple activities and prioritise as required
- Ability to remain calm and empathetic in a stressful and emotional environment
- Ability to develop rapport with Court staff and other Court services
- Ability to acquire an understanding of the role of Court and other services, and to make appropriate referrals to clients
- Ability to demonstrate discretion when dealing with sensitive information
- Ability to complete assigned tasks efficiently and autonomously
- Commit one morning per week to the role, depending on the needs of the service. This includes attendance at Court twice per month (Tuesday or Friday mornings) and completion of day service twice per month (half days, by negotiation)
- Commit to a minimum of six months service in the role

Eligibility

Generally, prior experience in another ECLC volunteer program is required.

Application Process

Applications should be forwarded to volunteers@eclc.org.au, attention to the Co-ordinator – People & Development.