

INTAKE AND ADMINISTRATION OFFICER

How to apply

To prepare your application, please provide the following:

- a cover letter
- resume; and
- responses to the key selection criteria contained in the position description.

Applications that do not clearly address the selection criteria will be disregarded.

Applications close midnight on Sunday, 20 June 2021

Where to apply

Completed applications may be forwarded to the Chief Executive Officer, Michael Smith; people@eclc.org.au.

ECLC Recruitment Process

The recruitment process is expected to comprise two stages for short-listed applicants:

- Interview with the selection panel; and
- Professional reference checks.

Applicants may be subject to the following pre-employment checks:

- A current Working with Children Check
- A current Police Record Check
- A current practicing certificate
- Proof of the right to work in Australia

The selection panel may conduct additional interviews or assessments at its discretion.

Eastern Community Legal Centre welcomes applications from current volunteers of our organisation. It is the position of Eastern Community Legal Centre however that a person cannot be engaged as both a paid employee and a volunteer of the Centre. Please note that if successful in the recruitment process, any current volunteer would be unable to continue in their volunteering role for the duration of their engagement.

Contact Us

If you have any questions regarding the role, please contact **Sonia Jolley** on **1300 32 52 00**

For further information: www.eclc.org.au/employment

Eastern Community Legal Centre knows that our organisation is stronger with a diversity of backgrounds and experience. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.

Position Title	Intake and Administration Officer
Directorate, Team	Partnerships and Community Development, AIRR
Location	Boronia
Position reports to	Manager – Client Services
Direct reports	Nil
Classification	2
Enterprise Agreement	Eastern Community Legal Centre Enterprise Agreement 2013-2016
Employment type	Permanent, Part-time (0.6 FTE or 0.8 FTE), 22.5 hours or 30 hours per week

About Eastern Community Legal Centre

OUR VISION: Human Rights | Fairness | Justice

OUR MISSION: Eastern Community Legal Centre (ECLC) is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne’s East.

Making the most of its abilities and the resources available, ECLC provides:

- information, advice and assistance across a range of legal and related issues
- advocacy to resolve problems at the earliest opportunity
- referrals to community agency partners
- integrated legal services, including through Health Justice Partnerships
- community development and education programs with a focus on rights, responsibilities and options
- primary prevention activities, using broad partnership approaches
- strategic advocacy to change unfair laws and improve systems and practices

OUR VALUES:

<p>Respect Appreciating diversity and treating all people with dignity</p>	<p>Compassion Understanding the underlying causes of disadvantage & offering support without judgment</p>	<p>Advocacy Providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice</p>
<p>Safety Assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing</p>	<p>Justice & human rights Showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities</p>	<p>Strong governance & assurance Practicing proactive and transparent leadership and striving for continuous improvement</p>
<p>Resourcefulness & practicality Finding solutions through working collaboratively and generously sharing expertise</p>	<p>Innovation & entrepreneurship Encouraging new ideas, taking calculated risks to increase impact, and leading by example</p>	<p>Quality & evaluation Building evidence-based practice through a robust monitoring and evaluation culture</p>

Position Summary

As a key member of the Assessment, Intake and Referral response (AIRR) Team, the Intake and Administration Officer will operate within the Centre's enhanced entry framework with a common purpose of providing holistic, high quality legal help to priority clients, thereby focusing resources where they are most needed.

Key Accountabilities

Client Intake and Referral

1. Collaborate with a team of intake and administration staff and volunteers in the delivery of professional services
2. Provide accessible, efficient and effective intake services to those seeking assistance including: information provision, initial legal needs identification, and risk assessment
3. Inform people interacting with the legal practice about services available, eligibility criteria, their rights and responsibilities and complementary services
4. Ensure the intake and assessment system is responsive to the needs of all people interacting with the legal practice, in particular those from communities experiencing acute disadvantage, at risk or with complex needs
5. Provide referrals to a range of internal and external services to assist clients with their related needs, including the monitoring of referral effectiveness within the scope of the position
6. Maintain referral resources and registers
7. Maintain client and other records using electronic information management systems, providing statistical reports as required
8. Collaborate with both internal and external stakeholders to ensure intake and referral procedures are responsive to community need and in accordance with legal practice requirements
9. Provide advice, develop and implement improvements to practices, policies and procedures for intake and referral

Administration and Information Management

10. Provide advice, develop and implement improvements to practices, policies and procedures for administration and information management
11. Assist with the operation and maintenance of the computer network and associated technologies
12. Utilise ICT-based devices, applications, software and services to support productivity, effective communication and collaboration, and a digitally capable organisation

Organisational Participation

13. Undertake professional development in consultation with manager/supervisor
14. Actively participate in meetings with manager/supervisor
15. At all times comply with ECLC policies and procedures, as varied from time to time
16. Participate in organisational activities such as staff meetings, planning meetings and team development initiatives
17. Understand and demonstrate ECLC values
18. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience as may be required from time to time

Decision Making

19. Decision-making authority over day to day workflow
20. Strategic or program decision making made in consultation with the Manager – Client Services

Key Capabilities

The Key Capabilities apply to all ECLC employees and describe the capabilities that are needed to meet our strategic goals.

Capability	Description
Communicating with Others	<ul style="list-style-type: none">Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situationsNegotiates confidently from an informed and credible positionActively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions
Working with Others	<ul style="list-style-type: none">Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitablyShares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationshipsRecognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issuesFocusses on group results & celebrates teams' successes
Taking Action	<ul style="list-style-type: none">Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutionsDemonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objectiveTakes responsibility for own decision making within scope of authority and delegates, consults and informs appropriatelyUsing a range of techniques, develops workable solutions to problems and challenges in collaboration with othersContributes to and participates in process improvement and new approaches/ideas
Coping with Pace, Challenges and Change	<ul style="list-style-type: none">Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding changeShows resilience and optimism, and remains calm despite barriers or difficult circumstancesResponds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-developmentFocuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others
Leadership	<ul style="list-style-type: none">Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standardsSupports an organisational culture that reflects ECLC values and visionValues and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partnersBuilds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness

Key Relationships

Contact / Organisation	Purpose of Relationship
Internal	
Manager – Client Services	Direct line manager Regular interaction in relation to the development and completion of key activities Regular feedback to support ongoing performance and development To ensure alignment with directorate with organisational strategic objectives
AIRR Team	Regular interaction and collaboration in the triage of intake enquiries. Participate in meetings to share information, provide input on issues and planning/processes
Generalist Legal team	Work collaboratively promoting service delivery to vulnerable community members. Collaborate regarding appointments, rosters and service decisions for vulnerable community. Ensure alignment with directorate and organisational strategic objectives
Integrated Practice Teams	Promote and enhance client service delivery to vulnerable community members. Facilitate internal referrals to and from these practice teams. Ensure alignment with Centre and strategic objectives
External	
Service Providers	To establish and maintain strong relationships with partner organisations, referral organisations, courts and workers, and ensure quality service delivery

Key Selection Criteria

Qualifications and Specialist expertise

1. Relevant qualification in administration, business, community services or similar
2. Minimum 2 years' experience in similar role within community and/or community legal sector

Knowledge and skills

3. High-level of written and oral communication skills with a diverse range of people, community groups, agencies and government departments
4. Exceptional organisational and administrative skills
5. Demonstrated capacity for resourcefulness with an ability to manage competing and complex work priorities
6. Highly motivated self-starter who can work independently, and also work effectively in a team environment and under direction of a supervisor
7. Ability to deliver services in a culturally sensitive manner to all segments of the community
8. Demonstrated experience working with vulnerable client groups and those with complex needs
9. Awareness of the legal sector and appropriate referral pathways
10. Commitment to the principles of equity, access and social justice
11. Confident in the adoption and use of ICT-based devices, applications, software and services to support productivity, effective communication and a digitally capable organisation

Personal qualities

12. Compassionate and empathetic
13. Ability to work under pressure

Additional Information

Child Safety	ECLC is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children at all times. As a 'child safe organisation', employment with ECLC is subject to a current Working with Children Check
Cultural competency	ECLC strives to maintain a culturally competent and inclusive workplace. All staff are expected to undertake cultural competence training.
Equal Opportunity	ECLC is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.
Flexible Working	ECLC promotes flexible working in order to balance personal and work needs, including working from home and flexible work hours. ECLC also operates a flexi-time system.
Health, safety and wellbeing	<p>ECLC is committed to ensuring the physical and psychological health and safety of all employees, volunteers and other people involved in our organisation activities. Our people are expected to comply with our Health and Safety policy and procedures.</p> <p>It is the employee's responsibility to:</p> <ul style="list-style-type: none"> ▪ Comply with instructions and take reasonable care to ensure their own health and safety, and that of others ▪ Participate in the development of a healthy and safe workplace ▪ Immediately report to their supervisor any perceived health and safety risk, and report any injury or illness immediately where practical, including completion of incident/injury forms ▪ Not place others at risk by any act or omission ▪ Use equipment safely and in a responsible manner
Pre-employment verification	<p>Appointment may be subject to satisfactory completion of screening requirements including but not limited to:</p> <ul style="list-style-type: none"> ▪ A current Police Record Check ▪ Verification of work right in Australia ▪ Certified copies of qualifications
Self-referral	It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.
Work environment	<p>Due to COVID-19, this position may include an initial working from home arrangement. The physical environment requires employees to work mainly inside the office and work for extensive periods on a computer.</p> <p>Some travel may be necessary between office sites and to attend outreach locations and/or meetings. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed.</p> <p>Occasional evening commitments.</p>

Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that ECLC reserves the right to modify position descriptions as required, however I will be consulted when this occurs.					
Employee Name:		Signature:		Date:	