



Position Description

POSITION DETAILS

Job title:	Intake & Administration Officer (SAGE)
Classification level:	2
Service area:	Legal Services / Family Violence Initiatives
Location:	Boronia (and other office or outreach locations across the Eastern Metropolitan Region) with an initial working from home arrangement due to current pandemic
Reports to:	Program Co-ordinator (SAGE)
Direct reports:	N/A
Employment status:	Part-time (15 hours per week). Ongoing All positions at Eastern Community Legal Centre are subject to the continuation of external and program funding.
Employment conditions:	In accordance with the <i>Eastern Community Legal Centre Enterprise Agreement 2013-2016</i> and applicable legislation, and the requirements contained in the job description, each of which forms part of this contract
Probationary period:	A three month probationary period applies, which may be extended by an additional three months. Employment may be terminated by the employee or ECLC within the probation period with two weeks written notice
Travel:	The position will require attendance at alternate locations, including other ECLC offices and integrated outreach locations as required, in addition to occasional evening commitments. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed



EASTERN COMMUNITY LEGAL CENTRE

Vision: Human Rights | Fairness | Justice

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.

ECLC works with communities and community members living in Boroondara, Knox, Manningham, Maroondah, Whitehorse and Yarra Ranges.

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.

POSITION CONTEXT

Family Violence Initiatives

The Family Violence Initiatives team includes ECLC's integrated practice family violence programs SAGE (Support, Advice, Guidance, Empowerment), Mabels and WELS (Women Engaging and Living Safely) and sits within the Legal Services directorate. Integrated Practice from a community legal centre perspective have previously involved the integration of community lawyers and other community service professionals working together to address the needs of community members.

SAGE (Support, Advice, Guidance, Empowerment)

The SAGE team comprises of a Program Co-ordinator, Community Lawyer, Family Violence Advocate, Family Violence Financial Counsellor and Intake and Administration Officer.

SAGE integrates a community lawyer, family violence advocate and financial counsellor to provide intensive wraparound legal, family violence and financial counselling support to women with increased vulnerability experiencing, or at risk of, family violence with multiple legal issues. SAGE also has strong partnerships with services that provide additional specialist support.

SAGE is designed to provide a service that responds to the family violence legal needs of women that face additional barriers to accessing services, specifically:

- Aboriginal and Torres Strait Islander communities
- CaLD communities
- Women with disabilities
- Women with mental health issues
- Women who are socially or geographically isolated.

SAGE seeks to overcome barriers that can make accessing services more difficult for some women experiencing family violence. Through integration with specialist services, SAGE seeks to provide a service that is flexible and responsive to the diverse needs of women within a culturally safe and accessible framework.



ROLE OF INTAKE & ADMINISTRATION OFFICER (SAGE)

The role of the Intake and Administration Officer (SAGE) provides: program administration (including data reporting); administrative support to the SAGE team; and, provides accessible, efficient and effective intake services to those seeking assistance through SAGE including: information provision; initial legal needs identification; and risk assessment.

COLLABORATES WITH

ECLC directors, management, employees and volunteers. Partner agencies.

DECISION MAKING AUTHORITY

Decision making authority in consultation with the Program Co-ordinator – SAGE.



KEY RESPONSIBILITY AREAS		
No.	Key Responsibilities	Performance Measures
1.	<p>Program Development</p> <p>1.1 Assist the Program Co-ordinator and other program staff to develop and administer policies, systems and processes for the effective operation of SAGE.</p> <p>1.2 Oversee the operation and maintenance of electronic information management systems and provide statistical and other reports as required.</p> <p>1.3 Provide advice, develop and implement improvements to practices, policies and procedures for intake, administration and information management.</p> <p>1.4 Develop and maintain strong working relationships with key ECLC partners including Boordawan Willam Aboriginal Healing Service in order to streamline client access to those agencies and services.</p> <p>1.5 Participate and assist in community development and program evaluation activities (including conducting client feedback interviews).</p>	<p>Administrative support is provided within the scope of the position (including facilitating client appointments, booking interpreters where appropriate, organising team meetings by preparing the agenda and taking minutes and petty cash reconciliation).</p> <p>Data is recorded accurately and presented effectively for the purpose of reporting and communicating program outputs.</p> <p>Effective working relationships are built and maintained with key partner agencies to streamline referral processes.</p> <p>Effective participation in activities and satisfactory completion of associated administrative tasks.</p>
2.	<p>Client Intake, Referral and Support</p> <p>2.1 Provide accessible, efficient and effective intake services to those seeking assistance including:</p> <ul style="list-style-type: none"> ○ information provision; ○ conflict checking; ○ initial legal needs identification; and ○ family violence/suicide risk assessment and safety planning. <p>2.2 Inform people interacting with SAGE about services available, eligibility criteria, their rights and responsibilities and complementary services and provide secondary consultations.</p> <p>2.3 Ensure the intake and assessment system is responsive to the needs of all people interacting with SAGE, in particular those from communities experiencing acute disadvantage or with complex needs.</p> <p>2.4 Receive and screen referrals for urgency in consultation with the Program Co-ordinator (SAGE) and the SAGE team.</p>	<p>Client services, including risk and legal needs assessment, appointment-making, referrals and information provision are delivered in a timely and appropriate manner.</p> <p>Approved intake and administrative processes are adhered to at all times.</p> <p>Appropriate records are kept for compliance and reporting purposes.</p> <p>Centre and Family Violence Team-specific policies and procedures are adhered to at all times.</p>



	<p>2.5 In consultation with program staff, initiate warm referrals to a range of internal and external services to assist clients with their ongoing needs, including the monitoring of referral effectiveness within the scope of the role.</p> <p>2.6 Oversee the maintenance of referral resources and registers.</p> <p>2.7 Provide paralegal support where it is appropriate and where opportunities/needs arise (ie. attend Court to support clients where the family violence advocate is not available).</p> <p>2.8 Ensure compliance with Centre policies and procedures.</p>	
<p>3.</p>	<p>General</p> <p>3.1 Adhere to all ECLC policy and procedures as varied from time to time</p> <p>3.2 Undertake professional development in consultation with the Program Co-ordinator (SAGE)</p> <p>3.3 Participate in supervision with the Program Co-ordinator (SAGE)</p>	<p>ECLC policies and procedures adhered to at all times</p> <p>Actively participate in supervision on a four weekly basis</p>

CORE CAPABILITIES	
Capability	Description
<p>Communicating with Others</p>	<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 situations ▪ Negotiates confidently from an informed and credible position ▪ Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions
<p>Working with Others</p>	<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 equitably ▪ Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships ▪ Recognises 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 issues ▪ Focusses on group results & celebrates teams' successes



CORE CAPABILITIES	
Taking Action	<ul style="list-style-type: none">▪ Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions▪ Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective▪ Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately▪ Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others▪ Contributes 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 change▪ Shows resilience and optimism, and remains calm despite barriers or difficult circumstances▪ Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development▪ Focuses 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 standards▪ Supports an organisational culture that reflects ECLC values and vision▪ Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners▪ Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness



KEY SELECTION CRITERIA (QUALIFICATIONS, KNOWLEDGE & SKILLS, PERSONAL ATTRIBUTES)

Mandatory Qualifications / Experience

- Relevant qualifications in youth work, community services or similar.

Desirable Qualifications / Experience

- 2-3 years of experience in administration/client services within the community legal sector.

Essential Knowledge & Skills

- High level of written and oral communication skills with a diverse range of people, community groups, agencies and government departments.
- Exceptional organisational and administrative skills.
- Ability to work independently as well as within a team environment and under the direction of a supervisor.
- Demonstrated capacity for resourcefulness, self-motivation with an ability to manage competing and complex work priorities.
- Ability to deliver services in a culturally sensitive manner to all segments of the community.
- Demonstrated experience working with vulnerable client groups and those with complex needs.
- Commitment to the principles of equity, access and social justice.

Desirable Knowledge and Skills

- Awareness of appropriate referral pathways (legal, social and health).
- Legal database knowledge (ie. CLASS)
- Family violence risk assessment and risk management
- Suicide risk assessment and risk management
- Mental health first aid

Personal Attributes

- Ability to contribute to a positive working environment.
- Team orientation.
- Ability to work under pressure.
- Discretion and professionalism.
- Compassionate and empathetic.



MANDATORY REQUIREMENTS OF ALL EMPLOYEES

- **Commitment to ECLC Vision, Mission, Aim and Values**

Demonstrate commitment to the ECLC Vision, Mission, Aim and Values through employment activities and conduct

ECLC Values:

Respect - appreciating diversity and treating all people with dignity

Compassion - understanding the underlying causes of disadvantage & offering support without judgment

Advocacy - providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice

Safety - assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing

Justice & human rights - showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities

Strong governance & assurance - practicing proactive and transparent leadership and striving for continuous improvement

Resourcefulness & practicality - finding solutions through working collaboratively and generously sharing expertise

Innovation & entrepreneurship - encouraging new ideas, taking calculated risks to increase impact, and leading by example

Quality & evaluation - building evidence-based practice through a robust monitoring and evaluation culture

- **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.

- **Pre-employment Verification**

Appointment may be subject to satisfactory completion of screening requirements, including but not limited to:

- provision of a current practising certificate
- a valid Employee Working With Children Check
- National Criminal History Check
- International Criminal History Check
- verification of work rights in Australia
- certified copies of qualifications

APPLICATION PROCESS

Applications including resume, cover letter and responses to the Key Selection Criteria to be submitted by midnight on Sunday 29 November 2020 to employment@eclc.org.au

Applications must clearly address the selection criteria contained in the position description.

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



- A face-to-face interview with the selection panel; and
- Professional reference checks.

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

Further Information: www.eclc.org.au

Questions: Please contact Ruth Howland on (03) 9957 2443