



# POSITION DESCRIPTION

## Legal Administration Assistant

Ballarat & Grampians Community Legal Service (BGCLS) is a not-for-profit organisation providing **free** legal advice, information and community legal education to people who live, work or study in the Central Highlands and Wimmera regions of Victoria.

BGCLS assists not only with individual legal matters, but also more broadly in community development, community legal education, capacity building and law and policy reform projects based on the needs of our community.

We actively work in partnership wherever possible, with government, Victoria Legal Aid and other publicly funded legal assistance service providers, pro bono contributors, the private legal profession, community services agencies and other community partners to ensure the best outcomes for their clients and community.

<b>Position Title:</b>	Legal Administration Assistant
<b>Accountable to:</b>	CEO
<b>Reports to:</b>	Practice Manager
<b>Direct Reports:</b>	Nil
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) Community Services Worker.
<b>Level:</b>	Level 2
<b>Conditions:</b>	All conditions are in accordance with the award and the current Community Legal Centres Multi Business Agreement.
<b>Salary Packaging:</b>	The benefits of tax-effective Salary Sacrifice arrangements are available to all staff subject to BGCLS's ongoing Fringe Benefits Tax exempt status.

### POSITION SUMMARY

Ballarat & Grampians Community Legal Service (BGCLS) provides free legal information, advice, education and referrals to communities in the Ballarat and Grampians region.

The Legal Administration Assistant provides a range of administration and client services to support the legal team and general operations of the organisation.

## **DUTIES & RESPONSIBILITIES**

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### **Client Services**

- Client intake and triage
- Incoming calls and referrals
- Scheduling client appointments
- Booking translators where required
- Conflict checks
- CLASS entries for file management
- Coordinate prison appointments

### **Administration**

- Reception duties
- Filing
- Stationery and supply orders
- Preparing correspondence
- Archiving

### **Reporting and Evaluation**

- Assist in the collection of data
- Assist in the preparation for reports via CLASS
- Participate in relevant evaluation and reporting activities

## **EXPECTATIONS OF ALL BGCLS EMPLOYEES**

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### **Health and Safety**

- Create, maintain, and foster a safe workplace
- Identify, report & correct any unsafe acts, conditions, or behaviours according to BGCLS's Policies and Procedures and OH&S requirements

### **Risk Management**

- Ensure compliance with all requirements of the Risk Management guide for Community Legal Services
- Operate within BGCLS policies, procedures, funding guidelines, practice directions and legislative requirements

### **EEO and legislative requirements**

- Support equal opportunity
- Require all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, and sexual orientation
- Encourages applicants from diverse backgrounds

### **Professional Development**

- Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position and comply with CPD requirements if required

## Code of Ethics and Conduct

- Actively support BGCLS vision, purpose, and values
- Ensure compliance with BGCLS Code of Ethics and Conduct
- Supports equal opportunity and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation

## KEY SELECTION CRITERIA

1. Highly developed communication and interpersonal skills including the ability to work as part of a small team
2. A professional work outlook and capacity to provide a high level of service
3. Well-developed organisational skills
4. Ability to undertake data entry tasks with precision and accuracy
5. Demonstrate keyboard skills, knowledge of office equipment relative to duties, proficiency in the operation of the Microsoft Office suite
6. Excellent time management skills with the ability to set priorities and multi task
7. A desire to strive towards accessible community justice for all clients within the Central Highlands region
8. Demonstrated experience in working with vulnerable people and understanding of the key issues that impact on people's health and wellbeing
9. Ability to communicate effectively with a diverse range of stakeholders including clients, health care professionals and community groups
10. Demonstrated capacity to work in and support a cohesive team environment
11. knowledge of working and operating within organisational policies and procedures
12. Experience working in a legal setting such as a Community Legal Centre, Victoria Legal Aid or Private Legal Sector and/or experience working in a community organisation

## QUALIFICATIONS

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- Current Victorian Driver's Licence
- Cleared National Police Record Check (it is the responsibility of all staff to notify the organisation immediately if there are any changes to their criminal records status)
- Current right to work in Australia
- Valid, employee Working with Children Check
- Physical ability to safely undertake all aspect of the position

## ACCEPTANCE OF POSITION DESCRIPTION

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I acknowledge that I have read and understand the Key Responsibilities of my position:

**Full Name:**

**Date:**

**Signature:**