



## Position Description: Administration Officer

### Position Details

<b>Position Title</b>	Administration Officer	<b>Location</b>	5 Chancery Lane, Ballarat
<b>Terms of Employment</b>	Permanent full-time	<b>Hours</b>	38 hours per week Monday-Friday 9.00am-5.06 pm
<b>Reports to</b>	Manager	<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). Community Development Worker. All conditions are in accord with the award and the current Community Legal Centres Multi Business Agreement.

### Organisational Context

Ballarat & Grampians Community Legal Service (BGCLS) has been providing free legal information, advice, education and referrals to the community for the past 25 years.

BGCLS is committed to serving the community as a whole, providing accessible, high quality legal support within our local and regional communities. The Centre relies on both State and Federal funding.

BGCLS delivers its services in a way that contributes to the creation of a fair, just and equitable society. It does this by addressing inequalities in the law and access to legal services through support and empowerment of those members of the community who are most disadvantaged.

### Position Description

#### Administration and General Duties

- Client intake;
- Answer telephones, screen and direct calls;
- Answers queries in a timely manner;
- Administrative duties such as filing, photocopying, faxing, ordering and maintaining stationary and all clerical support such as, typing letters and mail outs;
- Volunteer Solicitor coordination;
- Coordination of the Prisons Program for client appointments;
- Provide administration support at Family Violence Court;
- CLASS entries for case management.

**General**

- Undertake appropriate training/professional development;
- Ensure compliance with Policies and Procedures of the BGCLS;
- Attend planning meetings and supervision meetings with BGCLS.

**Administration & Accountability**

- Participate in relevant evaluation and reporting activities;
- Attend to all administrative tasks associated with the conduct of files in accordance with the policies and procedures of BGCLS.

**Monitoring & Evaluation**

- Assist in the collection of data;
- Assist in the production of reports via CLASS.

**Professional Development**

- Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position.

**Key Selection Criteria****Prerequisite**

- Willing to provide a Police Record and Working with Children Check.

**Desirable**

- 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.

**Essential**

- Highly developed communication and interpersonal skills including the ability to work as part of a small team;
- A professional work outlook and capacity to provide a high level of service
- Well-developed organisational skills;
- Ability to undertake data entry tasks with precision and accuracy;
- Demonstrate keyboard skills, knowledge of office equipment relative to duties, proficiency in the operation of the Microsoft Office suite;
- Excellent time management skills with the ability to set priorities and multi task;
- A desire to strive towards accessible community justice for all clients within the Central Highlands region;
- Demonstrated experience in working with vulnerable people and understanding of the key issues that impact on people's health and wellbeing;
- Ability to communicate effectively with a diverse range of stakeholders including clients, health care professionals and community groups;
- Demonstrated capacity to work in and support a cohesive team environment;
- Knowledge of working and operating within organisational policies and procedures;

### Desirable

- Current Victorian Driver's License and own vehicle

### Conditions of Employment and other relevant information

- Maintain a team work approach at all times.
- All other duties as directed by the Centre Manager
- BGCLS strongly supports Equal Opportunity and Access to Services, and requires all staff working from our sites to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- Salary sacrifice arrangements are available to all staff subject to BGCLS's ongoing Fringe Benefits Tax exempt status
- BGCLS is a White Ribbon Accredited Workplace. White Ribbon Workplaces are workplaces of respect and proactivity in relation to the safety of women in the workplace. Staff members are expected to be committed to addressing men's violence against women whether inside or outside of the workplace

### Application Process

Candidates must email in PDF form the following:

- A covering letter, no longer than one page;
- A document which addresses the key selection criteria set out above;
- A resume which includes details of three (3) professional referees.

Applications must address the Key Selection Criteria or they will not be considered.

All applications should be addressed to:

Lisa Buckland-Centre Manager

Applications can be emailed to

BGCLS Recruitment Sub-Committee

[recruitment@bgcls.org.au](mailto:recruitment@bgcls.org.au)

Close date: 5pm, Monday 27<sup>th</sup> May, 2019



BGCLS acknowledges the Traditional Owners of the region we service, their diversity, histories and knowledge and their continuing connections to land, water and community. We pay our respects to all Aboriginal and Torres Strait Islander Peoples, their Elders past, present and emerging.



BGCLS is committed to providing safe and inclusive legal and community services.

Proud to be part of:

