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| <b>Position Title:</b>              | <b>Reception Trainee</b>   |
| <b>Terms of Employment:</b>         | Ongoing-permanent  |
| <b>Hours:</b>                       | 22.8 hours per week  |
| <b>Reporting to:</b>                | Directly reports to Administration Team Leader, however overall accountability is to the Executive Officer.  |
| <b>Location:</b>                    | Ballarat   |
| <b>Employment Conditions:</b>       | In accordance with the Community Legal Centres Multi Business Agreement, Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS), NES and applicable legislation. |
| <b>Probationary Period:</b>         | A three-month probationary period applies. Employment may be terminated by the employee or BGCLS within the probation period with one week's written notice.                                 |
| <b>Classification and Pay Rate:</b> | Social & Community Services Employee.<br>Level 2 – Pay Point 1   |
| <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.   |

#### **Ballarat & Grampians Community Legal Service**

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.

#### **Our Vision**

Striving for an informed community with access to justice through the law.

#### **Our Purpose**

Providing high quality professional legal services, education, support, and advocacy to promote

inclusion and enhance collaboration.

**Our Values**

Integrity, respect, inclusivity, confidentiality, accountability & collaboration

**Ballarat & Grampians Community Legal Service duties and responsibilities**

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|----------------------------------|--|
| Health & Safety                  | <ul style="list-style-type: none"><li>• Create, maintain, and foster a safe workplace</li><li>• Identify, report &amp; correct any unsafe acts, conditions, or behaviours according to BGCLS’s Policies and Procedures and OH&amp;S requirements</li></ul>   |
| EEO and legislative requirements | <ul style="list-style-type: none"><li>• Support equal opportunity</li><li>• Require all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, and sexual orientation</li><li>• Encourages applicants from diverse backgrounds</li></ul>  |
| Code of Ethics and Conduct       | <ul style="list-style-type: none"><li>• Actively support BGCLS vision, purpose, and values</li><li>• Ensure compliance with BGCLS Code of Ethics and Conduct</li><li>• Operate within BGCLS policies, procedures, funding guidelines, practice directions and legislative requirements</li><li>• BGCLS encourages applicants from diverse backgrounds</li><li>• Adhere to BGCLS Team Charter</li></ul> |

**Position Purpose & Context**

As an Administration Assistant you will provide administrative support to staff via the administration of client files.

**Decision making authority**

Day to day reporting is to the Administration Team Leader who will provide you with induction, training and mentoring during the course of your employment.

The Administration Team Leader will report to the Executive Officer on your induction, training needs and progress throughout the terms of your employment.

All work is to be conducted in accordance with BGCLS’s policies and procedures as amended from time to time.

**Key Responsibilities**

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| Service Delivery | <ul style="list-style-type: none"><li>• Support the Receptionist by answer telephones, screen, and direct calls</li><li>• Client intake and triage in accordance with BGCLS Casework Guidelines</li><li>• Booking and confirmation of client appointments</li><li>• Ensure accurate and timely conflict checks are conducted</li><li>• Preparation of client appointment materials for Lawyers</li><li>• Provide relevant referrals to callers where appropriate</li><li>• Data entry of client files</li><li>• General administrative duties</li></ul> |
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| Service Development & Reporting | <ul style="list-style-type: none"> <li>• Assist with collection of client data</li> <li>• Participate in strategic and operational planning as requested</li> </ul>   |
| Monitoring & Evaluation         | <ul style="list-style-type: none"> <li>• Contribute to monitoring and evaluation as required</li> </ul>   |
| Professional Development        | <ul style="list-style-type: none"> <li>• Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position.</li> </ul> |

### Key Selection Criteria

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| <b>Administration Assistant</b>   |
| <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Highly developed communication and interpersonal skills including the ability to work as part of a small team;</li> <li>• A professional work outlook and capacity to provide a high level of service</li> <li>• Well-developed organisational skills;</li> <li>• Ability to undertake data entry tasks with precision and accuracy;</li> <li>• Demonstrate keyboard skills, knowledge of office equipment relative to duties, proficiency in the operation of the Microsoft Office suite;</li> <li>• Excellent time management skills with the ability to set priorities and multitask;</li> <li>• Demonstrated experience in working with vulnerable people and understanding of the key issues that impact on people's health and wellbeing;</li> <li>• Ability to communicate effectively with a diverse range of stakeholders including clients, health care professionals and community groups;</li> </ul> |
| <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience working in the community sector and a commitment to the philosophy and principles of Social Justice</li> </ul>  |
| <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to contribute to a positive working environment</li> <li>• Confidence to use initiative, set priorities, organise, and manage reception</li> <li>• Team orientation</li> <li>• Ability to handle difficult conversations</li> <li>• Discrete and professional</li> <li>• Compassionate and empathetic</li> </ul>   |

### **Application Process**

Candidates must email in PDF form the following:

- A covering letter, no longer than one page;
- Candidate Application Form
- A resume including details of two (2) professional referees.

All applications should be addressed to:

Lisa Buckland- Executive Officer

Applications can be emailed to: [recruitment@bgcls.org.au](mailto:recruitment@bgcls.org.au)

Applications close: Friday 22 October at 5.00pm

Further Information on our organisation visit: <http://www.bgcls.org.au/careers.html>

### ***Administration Only - (successful applicant)***

I acknowledge that I have read and understand the Key Responsibilities of my position and I have been provided with a Fair Work Information Statement

Full Name:

Date:

Signature: