

Advocacy and Rights Centre Ltd

Position	Paralegal / Receptionist - Contract position up to 30 th September 2018
Department	Goulburn Valley CLC/ ARC
Reports to	GV Managing Lawyer
Primary Objective	To provide reception and paralegal services for the Goulburn Valley CLC including at Rumbalara Aboriginal Community Health Service, Mooroopna as required.
About ARC	<p>The Advocacy and Rights Centre (ARC) is a non-profit community organisation dedicated to human rights and social justice advocacy in the Goulburn Valley region.</p> <p>Our Vision Social justice and human rights for our community.</p> <p>Our Values Equality, Respect, Empowerment.</p> <p>Our Mission To deliver information, advice and support. To advocate for equity for people in our community.</p> <p>Our Programs > Loddon Campaspe Community Legal Centre > Goulburn Valley Community Legal Centre > Housing Justice</p>
Salary and conditions	<p>SCHADS Award, Social and Community Services employees, Level and pay point dependent on experience.</p> <p>Salary packaging is available up to the value of \$30,000 grossed up per annum</p> <p>Superannuation is paid in accordance with legislated requirements.</p>
Hours of work	Hours of work are between are from 9.00 am – 5.06 pm Monday to Friday. Some out of hours work may be required from time to time. Overtime is not payable but time in lieu is available within ARC policy guidelines.
Type of employment	<p>Contract position to 30 September 2018</p> <p><i>Applicants must be Aboriginal or Torres Strait Islander. This is a special measure under section 12 of the Equal Opportunity Act 2010 (Vic)</i></p>
Location	GVCLC office is located in 3/98 Nixon St, Shepparton.

1. Position Summary

The Goulburn Valley Community Legal Centre (CLC) provides legal information, advice and casework for vulnerable and disadvantaged member of the Goulburn Valley region. It has recently entered into a Health-Justice Partnership agreement with the Rumbalara Aboriginal Cooperative Limited which will require the GVCLC to provide legal services to Aboriginal clients attending the RAC Mooroopna campus. The project is funded by Victoria Legal Aid under a Transformations and Innovations grant.

The position will provide Paralegal support to the Rumbalara Project Lawyer by attending Court, managing correspondence, assisting with client intake assessments and appointments, and taking phone enquiries. It will also undertake reception, data entry, client file management, reporting and other administrative tasks at Nixon Street as required.

2. Selection Criteria

Essential

- Relevant qualification or equivalent experience in legal administration work
- Strong understanding of local Indigenous communities, cultural awareness and an ability to communicate effectively with Aboriginal and Torres Strait Islander people
- Commitment to improving the lives of ATSI community members
- Ability to build and maintain productive working relationships between the project partners and with the Aboriginal community
- Ability to work with minimum supervision in a busy environment and exercise initiative
- Competent with Word, Excel, data entry and audio transcription (minimum 50 wpm)
- Excellent organisational skills and multi-tasking
- Good oral and written communications skills, and strong interpersonal skills
- Demonstrated commitment to access and equity principles
- Demonstrated ability to work as part of a team
- Ability and aptitude in the development and maintenance of records/filing and office systems
- Ability to work independently as well as under the direction of a manager.

Desirable

- Commitment to social justice
- Experience in community organisations
- Advance knowledge & experience in Excel and Word
- Experience in working with people from marginalised communities and clients from diverse cultural backgrounds
- Have knowledge of and interest in use of social media
- Personal attributes in the ideal candidate will include: resourcefulness, commitment, and ability to work under pressure.

COMMENCEMENT DATE: February 2017

APPLICATION INFORMATION:

Applicants who do not address the key selection criteria will not be interviewed. Applications need to include a covering letter, resume and preferably no more than **three** A4 pages addressing the key selection criteria and be addressed to Ms. Chris Sedgman, Operations Manager, ARC Justice and emailed **by 9:00am, Monday 6th February 2017**, to recruitment@arcjustice.org.au

3. Key Responsibilities/ Duties

Reception and enquiries

- Provide primary reception and front office service for GVCLC
- Undertake conflict checks and triaging clients according to urgency and eligibility criteria
- Provide clients relevant information, appropriate referrals to other agencies and appointments.
- Participate in the production and dissemination of information regarding the Rumbalara Health Justice program.

Legal administration

- Make appointments, inform clients and local service providers on how the service operates
- Develop and maintain familiarity with the legal service system, key providers and referral options, including coordination of the review and updating of local referral databases.
- Preparation of basic correspondence
- Volunteer lawyer recruitment.
- Preparation for family violence duty service, including conflict of interest checks, assistance of clients with applications, file preparation and liaising with court registrars as needed.
- Organisation of interpreters, including telephone and personal attendance as needed.
- Schedule and oversight the work of students on placement
- Be aware of CLE publication sources (eg. VLF, VLA) and coordinate stocking of key publications
- Be aware of upcoming CPD sources and schedule attendance by relevant staff members.
- Collect and input client details into CLC databases
- Undertake data entry to ensure all client records, referrals, court appearances and projects are recorded, open and close client files as required.
- Liaise with CLASS (client database) help desk as required
- Handle CLASS Administration tasks as required (eg create new workers, generate reports, customise national codes and centre data items etc).
- Conduct CLASS data reports
- Transcribe dictated material from lawyers, including file notes and letters
- Develop procedures and practices for systems improvement, especially matter allocation, client bookings and file management
- Assist with the co-ordination of volunteers and advice sessions
- Preparation of basic court documentation
- General file management, including:
 - Liaising with the Court or other legal service providers under instruction
 - Provide administrative support to staff including filing and preparing correspondence.

General administration

- Administer incoming and outgoing mail processes
- Photocopy and distribute internal and external mail and other documents
- Organise any repairs and maintenance of equipment and car fleet
- Order stationery and other sundries
- Administer petty cash in line with policy & procedure
- Contribute to annual reports and other publications as required
- Ensure that the records and files of the service are administered within the policies and procedures.
- Handle printing orders (fridge magnets, DLs etc)
- Provide administrative support to recruitment and induction
- Ordering and maintenance of magazines / subscriptions / reports
- Monitor and maintain staff amenity supplies
- Maintain reception area and associated storage spaces

Other Duties

- Participate in the cultural life of Rumbalara and undertake other duties as may reasonably be required
- Attend and participate in GVCLC and Rumbalara staff meetings and other meetings as required.
- Liaise with staff on administration procedures
- Participate in Quality Improvement processes
- Meet agreed performance indicators
- Attend team planning sessions and agency planning

NOTE: This position is subject to a National Police Check and Working With Children check.

4. Organisational Accountabilities

ARC is committed to the health, safety and wellbeing of its staff. ARC and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety and privacy laws. ARC also requires staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Employees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Prerequisites

1. Administration and/or receptionist experience
2. Unrestricted Victorian driver's licence.
3. Clear Police record check (concerning offences of dishonesty and personal safety).

Desirable

1. Certificate 1V in Legal Studies or equivalent

Employee Signature: _____ Date: _____

NAME OF EMPLOYEE

Operations Manager: _____ Date: _____

Chris Sedgman