



POSITION DESCRIPTION	Name
<b>Service/Program:</b>	Hume Riverina Community Legal Service (HRCLS)
<b>Position Title:</b>	Legal Administration Trainee
<b>Position Base:</b>	Level 1, 9 Stanley Street, Wodonga but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
<b>Award:</b>	Community Legal Centres Multi Business Agreement 2006-2009
<b>Classification:</b>	Social & Community Services Worker
<b>Level:</b>	Traineeship
<b>Hours of Work:</b>	Full-time – 38 hours p.w. Contracted hours are according to Employment Conditions form that may change as agreed from time to time.
<b>Tenure:</b>	12 month fixed term contract commencing January 2024.
<b>Travel:</b>	Travel on a day to day basis may be required using an Agency vehicle.

***UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children as well as our staff and volunteers. We are committed to the safety, participation and empowerment of all children.***

### **1. POSITION CONTEXT & SUMMARY OF POSITION**

Consistent with the Agency mission, Strengthening Families to Build Vibrant Communities, the Hume Riverina Community Legal Service (HRCLS) is a program auspiced by Upper Murray Family Care (UMFC). HRCLS is part of a national community legal sector, providing legal assistance to people experiencing financial disadvantage or otherwise disadvantaged in their access to justice in North East Victoria and the Southern Riverina of NSW. HRCLS prioritises working in partnerships and using early intervention strategies such as community development, legal education and law and policy reform projects to inform, strengthen and empower the community we serve.

This position, supervised by the Manager Operations, will ensure the efficient and effective day to day operation of the HRCLS program providing a welcoming first point of contact for members of the public and service providers accessing the service, through the provision of legal information and referrals when required dealing respectfully and confidentially with all persons accessing the service and the provision of high quality reception and administrative support to the team.

HRCLS will assist and support the Trainee in the completion of the Traineeship as negotiated. This includes payment for training costs, time release to attend and access to onsite mentoring and professional development.

## 2. COMMUNICATION WITH OTHERS

Position supervised by:	Manager Operations
Supervises directly:	Nil
Communicates internally primarily with:	HRCLS team and other relevant staff within the Organisation.
Communicates externally primarily with:	Courts, service providers and networks.

## 3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the Upper Murray Family Care values of Participation, Respect, Excellence, Justice and Honesty, this position provides high quality, efficient services through the following Key Responsibility Areas:

<p><b>KRA 3.1</b></p> <p>Provide an efficient, welcoming first point of contact for both actual and potential clients and service providers accessing HRCLS dealing respectfully and confidentially with all persons through:</p> <ul style="list-style-type: none"><li>• making legal advice appointments when appropriate or instructed by lawyers,</li><li>• transferring calls and enquiries to the correct person or team, and</li><li>• collecting, recording and maintaining client data using client contact records and information summary table.</li></ul>
<p><b>KRA 3.2</b></p> <p>In conjunction with the Client Services Officers maintain the HRCLS (CLS) central appointment calendar system ensuring the day to day scheduling is updated as required; client appointment templates contain all required booking information and are updated and kept in a consistent manner for the efficient operation of the HRCLS program.</p>
<p><b>KRA 3.3</b></p> <p>In conjunction with the Client Services Officers provide both client support and legal administrative support functions including but not limited to:</p> <ul style="list-style-type: none"><li>• transcribing correspondence including letters and documents;</li><li>• making client appointments as directed by lawyers</li><li>• document and file management;</li></ul>

<ul style="list-style-type: none"> <li>• general office duties such as photocopying, filing and scanning;</li> </ul>
<p><b>KRA 3.4</b></p> <p>Support HRCLS service delivery by undertaking administrative tasks including but not limited to:</p> <ul style="list-style-type: none"> <li>• ordering and purchasing necessary stationery, amenities and equipment;</li> <li>• making room and car bookings for HRCLS team members;</li> <li>• maintaining adequate supplies of stationery and amenities are kept onsite and ordering items as required;</li> <li>• mail management, central CLS email inbox management, catering and other tasks required to maintain the administrative efficiency and effectiveness of the HRCLS program.</li> </ul>
<p><b>KRA 3.5</b></p> <p>In conjunction with the Client Services Officers ensure that reception and telephone are attended during business operating hours, and in conjunction with the Manager Operations, organise relief or backup where necessary.</p>
<p><b>KRA 3.6</b></p> <p>Undertake Certificate IV in Legal Services within allocated 12 month period with the support of the Manager Operations.</p>
<p><b>KRA 3.8</b></p> <p>Support a culture that promotes client and child safety with particular attention to Aboriginal and CALD cultural safety.</p>
<p><b>KRA 3.9</b></p> <p>Contribute to the creation and maintenance of a culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>
<p><b>KRA 3.10</b></p> <p>Actively participate as a team member in relevant meetings, professional development processes including, supervision, training and quality improvement processes in line with program and HRCLS guidelines and requirements.</p>
<p><b>KRA 3.11</b></p> <p>Undertake all OHS and risk management requirements appropriate to the position and consistent with legal requirements and UMFC culture, policy and procedures.</p>
<p><b>KRA 3.12</b></p> <p>Other duties/delegations as directed, relevant to the main focus of the position.</p>

#### 4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Standing/walking - Regular
- Computer based tasks – Continuous
- Driving – Marginal
- Lifting – Marginal
- Twisting/carrying – Marginal

## **5. KEY SELECTION CRITERIA**

- 5.1 Willingness and capacity to undertake and complete study requirements of Certificate IV in Legal Services within the 12 month employment period.
- 5.2 Ability to engage and empathise with 'at risk' service users with multiple and complex needs and those who have experienced trauma and/or are affected by poor mental health.
- 5.3 Ability to understand differing client needs and respond in a way that demonstrates a commitment to client satisfaction.
- 5.4 Ability to provide effective support and assistance operational staff and lawyers with daily duties as required.
- 5.5 High level of accuracy and attention to detail particularly with case management forms and data entry systems.
- 5.6 Demonstrated ability to;
  - be organised and show initiative,
  - be responsive and make effective and timely decisions,
  - work as part of a team
- 5.7 Effective communication skills including:
  - Computer literacy.
  - The ability to communicate effectively both verbally and in writing for a range of purposes including, file notes, emails etc
  - The ability to maintain accurate administrative and program records.
- 5.8 Well-developed interpersonal skills, including good levels of resilience and a demonstrated ability to relate to people with legal challenges in a positive, respectful and supportive manner and develop and maintain strong relationships and connections with a wide range of individuals.

## **6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS**

- 6.1 A satisfactory Victorian & NSW Working with Children Check
- 6.2 A satisfactory National Police Check (International where required)
- 6.3 Current driver's license

## **7. WORK CHALLENGES/PRESSURES**

- Competing priorities including managing study commitments and work
- Handling numerous calls and clients at once
- Time constraints and work commitments

- Dealing with distressed clients with multiple and complex needs
- Working with individuals and meeting their needs and expectations
- Dealing with people with a variety of abilities and needs
- Regular problem solving / challenges

## 8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or may be in smaller units.

## 9. CONTRACT OF EMPLOYMENT

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct, confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by persons commencing employment at UMFC.

## 10. DECLARATION OF CURRENT AND ONGOING CAPACITY

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
  - a) The knowledge, skills and attitudes required, and
  - b) My physical and psychological capacity to undertake the work.
2. Additionally, I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description. This may include, but is not limited to: -
  - any changes in the status of my driver's license
  - my ability to meet any required professional registration
  - any compliance requirements such as the DWES where relevant), WWC check and police check.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_