

Position Description

Administration and Intake Officer

POSITION DETAILS

Employment Status	Full Time
Classification	SCHADS Level 2-3
Reports To	Working Women's Centre Principal Solicitor

POSITION OBJECTIVE

Under the supervision of the Working Women's Centre Principal Solicitor, the Administration and Intake Officer provides practical support to staff to achieve the objectives of the both the Working Women's Centre program and Women's Legal Service Tasmania, by proactively receiving and triaging all intakes into the Working Women's Centre component of the practice.

The Working Women's Centre will focus on providing culturally appropriate and trauma-informed advice, advocacy and representation for clients seeking assistance with employment and workers compensation matters, including timely and on-the-spot assistance for clients who have experienced workplace sexual harassment and other workplace issues.

The Administration and Intake officer will also assist Working Women's Centre staff with administration support associated with the running of their files, data entry and other duties.

Some intrastate travel may be required from time to time.

A full-time employee, the normal hours of work will be 38 hours per week, between 9:00am and 5:06pm, inclusive of a 30-minute lunch break.

KEY RESPONSIBILITIES

Administrative and Intake Services

- Responding to Working Women's Centre phone inquiries, scheduling clients, assisting with community legal education, managing visitors to the office and program by:
 - Answering the phone, and distributing calls as required, including checking the answering machine and responding to messages.
 - Collecting, recording, distributing and actioning emails and mail each day for all Working Women's Centre staff, including the Workers Assist Tasmania employee working within the Working Women's Centre program.
 - Assisting Women's Legal Service Tasmania staff to maintain the cleanliness and appearance of common and work areas.
- Assisting with other administrative duties of Women's Legal Service Tasmania during normal business hours, such as providing reception services for clients and other visitors, maintain and control equipment and stock levels of both stationery and amenities, petty cash disbursement and balancing, internal meeting setup and booking services.
- Manage Working Women's Centre physical and electronic records and filing systems, including location and distribution of client files, entry of data into a legal information database in an accurate and timely manner, word processing of court documents, correspondence, reports and other documents as required.
- Provide assistance to the Principal Solicitor and Working Women's Centre staff as required, including assistance with organising calendars and travel.
- Provision of role coverage to cover other administration duties during times of staff leave.

Organisational Responsibilities

- Carry out the responsibilities of the position in accordance with the position description, the Working Women's Centre funding requirements and the overarching vision, mission and values, policies and procedures and Strategic Plan of Women's Legal Service Tasmania.
- Collaborate with multidisciplinary teams, including social workers, financial counsellors and solicitors, to provide holistic client services. Participate in regular team meetings and contribute to team knowledge sharing.
- Meet the competencies of SCHADS Level 2-3 in accordance with Women's Legal Service Tasmania's Competency Framework.

ESSENTIAL CRITERIA

1. Knowledge and experience of effective administrative practices, with the demonstrated ability to prioritise tasks and achieve task completion to a high standard, with attention to detail. This includes the capacity to identify problems, propose practical solutions, and implement improvements in administrative workflows.
2. Demonstrated ability to be objective and to manage client related situations with empathy and understanding for people under stress, while maintaining confidentiality and an awareness of trauma informed principles.
3. Demonstrated high level interpersonal skills and the ability to manage conflict and difficult situations with resilience and confidence, with the ability to adapt to changing priorities and organisational needs, demonstrating flexibility in managing tasks and responsibilities.
4. Understand Women's Legal Service Tasmania's values and objectives and an understanding and commitment to the extended scope the Working Women's Centre program envisages.
5. Proven ability to work collaboratively within a team environment, supporting colleagues and contributing to a positive workplace culture.
6. High level written and verbal communication skills, as well as competence in using Apple computers and a variety of software including word processing, spreadsheets, databases, email and calendars.

DESIRABLE CRITERIA

1. Hold a current Tasmanian Working with Vulnerable People (WWVP) Employment registration, and current and clear National Police Check (no more than twelve months old).
2. Some knowledge of the legal profession and legal office operations and environments, and familiarity with the community services sector.
3. Current First Aid Certificate.
4. Full driver's license.
5. Prepared to travel intrastate as required.