

Position Description

Administration and Intake Officer

POSITION DETAILS

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| Employment Status | Full Time |
| Classification | SCHADS Level 2 |
| Reports To | Operations Manager |
| Location | Launceston |

POSITION OBJECTIVE

Under the supervision of the Operations Manager provides practical support to staff to achieve the objectives of Women's Legal Service Tasmania, by proactively receiving and triaging intakes into the 1800 Advice Line and maintaining the administrative requirements of the office. The Administration and Intake officer will also assist 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.

Women's Legal Service Tasmania is committed to protecting children/young and vulnerable people from harm and require completion of screening checks prior to finalising employment.

KEY ROLE RESPONSIBILITIES

Administrative and Intake Services

- Responding to 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 staff.
 - 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 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.
- Participate in the intake roster, minimum of 2 days/shifts per week
- Proactively triage intake calls to the 1800 advice line
- Provide assistance to 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 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.
- Demonstrate the competencies in accordance with Women's Legal Service Tasmania's Core Competency Model. For reference, the Social, Community, Home Care and Disability Services (SCHADS) Award competencies for Level 3 are listed within this document.

KEY ROLE COMPETENCIES

Universal Competencies

Collaborative Approach

- Takes time to listen to and understand the perspectives of others.
- Uses language that demonstrates respect for colleagues and stakeholders at all times.
- Employs effective skills in oral and written communication with colleagues and stakeholders.

Diverse and Inclusive

- Displays a willingness to engage with all people in a non-judgmental or non-discriminatory way.
- Ensures own conduct aligns with the values of Women's Legal Service Tasmania.
- Understands the rights of others to accept or reject assistance.
- Develops authentic professional relationships with colleagues and wider communities while maintaining safe and professional boundaries.

Efficient and Contemporary

- Solves problems of limited difficulty using knowledge, judgment and organisational skills.
- Undertakes planning and co-ordination of activities within a clearly defined area.
- Establishes goals and outcomes for own work.

Healthy Workplace

- Practices self-care for good mental health and wellbeing.
- Recognises the significance of policy and procedure that guide workplace behaviour.
- Demonstrates thorough knowledge of required work activities and relevant policies and procedures.

Quality Practices

- Exercises initiative in the application of established work procedures and establishes goals and outcomes for a particular work program or project.
- Displays motivation to engage in quality improvement projects and processes.
- Seeks out resources and equipment to improve task completion.

Organisational Culture

- Actively engages in supervision and professional development opportunities.
- Establishes, builds and sustains effective relationships with colleagues and stakeholders.
- Readily identifies opportunities to exchange knowledge and information with peers and colleagues.

Client Related Competencies

Evidence based best practice

- Contributes to adjusting services in response to client feedback.
- Has an understanding of trauma and its impact across the lifespan.
- Gathers relevant information about the context clients operate in and uses this to guide practice.

Client focused

- Establishes, builds and sustains effective relationships with clients and their supports.
- Seeks feedback on client satisfaction with the service provided.
- Checks what client already knows before providing information and checks their understanding of information provided.

Knowledge and application

- Participates in professional development related to the role and professional interests.
- Engages in reflective practice.
- Undertakes planning and coordination of activities within a clearly defined area.

Outcome evaluation

- Exercises initiative in the application of established work procedures and establishes goals and outcomes for a particular work program or project.

ESSENTIAL CRITERIA TO BE ADDRESSED IN AN APPLICATION

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. Excellent verbal and written communication skills, including the ability to communicate professionally and effectively with internal staff and external stakeholders, and ability to maintain accurate and complete client file records.
3. 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.
4. Demonstrated high level interpersonal skills and the ability to manage conflict and difficult situations with resilience and confidence.
5. Proven ability to work collaboratively within a team environment, supporting colleagues and contributing to a positive workplace culture.
6. Ability to adapt to changing priorities and organisational needs, demonstrating flexibility in managing tasks and responsibilities.
7. Ability to work within and positively advance the mission and values of Women's Legal Service Tasmania, including a commitment to the social justice, equity, and empowerment of women.
8. High level computer and system skills, including Microsoft Office suite, word processing, spreadsheets, databases, email and calendars, with competence in Apple computers preferred.

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.