

POSITION DESCRIPTION	
<b>Position Title:</b>	Client Intake and Administration Worker
<b>Reports To:</b>	Principal Solicitor, or as otherwise directed by NQWLS
<b>Direct Reports:</b>	N/A
<b>Award &amp; Classification:</b>	As per Letter of Engagement
About Us	
<p>North Queensland Women's Legal Service (NQWLS) proudly advocates for and empowers women by providing free accessible and high-quality legal advice and assistance. NQWLS has provided more than 125,000 legal services to the women of North and Far North Queensland. We also work holistically within the broader community to provide legal education and undertake important policy and law reform work to address systemic issues of injustice and inequity faced by women.</p>	
Position Purpose	
<p>The Client Intake and Administration Worker is responsible for effectively and efficiently supporting NQWLS' administrative functions. This role assists in the smooth day-to-day operations of NQWLS by undertaking reception duties, new client intake and general office support.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>	
Specific Duties	Success Indicators
Reception	
<ul style="list-style-type: none"> <li>• Ensure all calls are answered and responded to efficiently and effectively</li> <li>• Respond to all enquiries received at the reception desk either via phone, email or in person</li> <li>• Process clients in accordance with NQWLS policies and procedures</li> <li>• Maintain knowledge of NQWLS' client management system, client details and appointments are entered correctly, and are kept up to date</li> <li>• Provide existing and prospective clients with relevant and targeted information and referrals</li> <li>• Check and sign for deliveries</li> <li>• Collect, date, and distribute mail and maintain postage and deliver outgoing mail to the post office</li> </ul>	<p><b><i>Calls and enquiries are responded to in a professional and timely manner</i></b></p> <p><b><i>New clients are processed in accordance with NQWLS policies and procedures</i></b></p> <p><b><i>Provides professional service and adheres to internal processes and procedures</i></b></p> <p><b><i>Client management services are accurate and client details and appointments are input promptly</i></b></p> <p><b><i>Relevant and targeted referrals and information services are provided to NQWLS clients</i></b></p> <p><b><i>Mail is collected and distributed in a timely manner</i></b></p>

Office Administration and Support	
<ul style="list-style-type: none"> <li>Assist ensure filing systems, statistical and other records are kept in accordance with NQWLS policies and procedures, and other relevant requirements</li> <li>Undertake data entry and produce statistical reports and other information as required</li> <li>Maintain an up to date working knowledge of CLASS, and inform senior workers of data collection and reporting matters as they arise</li> <li>Assist with the preparation of funding applications and reporting where required</li> <li>Provide timely assistance with IT systems and infrastructure, and related matters as required</li> <li>Provide timely assistance with matters related to premises, assets and equipment as required</li> <li>Provide timely assistance with risk, compliance, and related matters, as required.</li> <li>Maintain file management systems</li> <li>Ensure office systems are maintained and monitor/ implement procedures for record-keeping, data and member and stakeholder information, document security, etc.</li> <li>Type, format, prepare, print, copy, collate and file relevant documents, as required</li> <li>Update and maintain legal resources, brochures and kits</li> <li>Organising meetings, appointments, and events and making travel arrangements for NQWLS employees</li> <li>Ensure the office is tidy, ordered and accessible</li> <li>Undertaking regular equipment, facilities and supply maintenance</li> <li>Undertake an annual audit of Cairns office resources and supplies</li> <li>Participating constructively in planning and team activities, including staff meetings and supervision meetings with the Director and / or the Principal Solicitor</li> </ul>	<p><b><i>High level of administrative support provided with deadlines adhered to accordingly</i></b></p> <p><b><i>An up to date working knowledge of CLASS is maintained, and senior workers informed of data collection and reporting matters as they arise</i></b></p> <p><b><i>Data entry is completed in an accurate and timely manner</i></b></p> <p><b><i>Assistance is provided in relation to funding application and reporting as required</i></b></p> <p><b><i>Timely assistance is provided with IT systems and infrastructure and related matters as required</i></b></p> <p><b><i>Timely assistance is provided with matters related to premises, assets and equipment as required.</i></b></p> <p><b><i>Timely assistance is provided in relation to risk, compliance and related matters as required</i></b></p> <p><b><i>All reports and databases are consistently maintained and kept up to date</i></b></p> <p><b><i>Appropriate systems and processes in place to meet operational compliance requirements</i></b></p> <p><b><i>Documents are prepared, formatted, printed, copied and provided as requested</i></b></p> <p><b><i>NQWLS legal resources are regularly updated</i></b></p> <p><b><i>Meetings, events and travel arrangements are coordinated and scheduled appropriately</i></b></p> <p><b><i>Office facilities and supplies are always maintained</i></b></p> <p><b><i>Actively participates in meetings</i></b></p>
Client Service	
<ul style="list-style-type: none"> <li>Attend to client intake at the NQWLS offices, courts and other locations as required</li> <li>Develop, maintain, and strengthen NQWLS' professional reputation and organisational networks and relationships through the provision of high quality reception and office administration functions</li> </ul>	<p><b><i>Client intake is undertaken at the NQWLS offices, courts and other locations as required.</i></b></p> <p><b><i>NQWLS' professional reputation is always developed, maintained and promoted</i></b></p>

<ul style="list-style-type: none"> <li>• Exercise a high level of interpersonal skills when working with clients, other organisations, and the public to promote and develop NQWLS and reputation</li> <li>• Welcome, direct and assist clients, partners and stakeholders, and the public when needed</li> <li>• Answer and redirect telephone calls in a timely manner whilst maintaining a courteous and professional disposition Assist in responding and directing inquiries as appropriate</li> </ul>	<p><b><i>High-level interpersonal skills are displayed throughout all client, stakeholder and public interaction</i></b></p> <p><b><i>Calls and queries are responded to and directed in an appropriate and timely manner</i></b></p>
<b>Workplace Health &amp; Safety ("WH&amp;S")</b>	
<ul style="list-style-type: none"> <li>• Always maintain and encourage the highest safety standards</li> <li>• Comply with all WH&amp;S standards, policies, and procedures</li> <li>• Report all accidents and/or incidents to Management immediately</li> <li>• Rectify identified hazards where possible and report to Management as soon as possible</li> <li>• Actively manage personal wellbeing and employ strategies to minimise the impacts (if any) of vicarious trauma arising from working with clients</li> <li>•</li> </ul>	<p><b><i>Consistently adheres to WH&amp;S policies and procedures</i></b></p> <p><b><i>Hazards are actively managed and reported</i></b></p> <p><b><i>Zero preventable WH&amp;S incidents</i></b></p> <p><b><i>Employs strategies to manage personal wellbeing and minimise the impacts of vicarious trauma</i></b></p>
<b>General Duties</b>	
<ul style="list-style-type: none"> <li>• Work towards achieving the vision, mission, and values of NQWLS</li> <li>• Contribute to a collaborative team culture in a manner that is professional, productive, supportive, and consistent with the NQWLS Workplace Philosophy, values and feminist principles</li> <li>• Always represent NQWLS in a positive and professional manner</li> <li>• Contribute equitably to maintaining the cleanliness of the NQWLS and the smooth running of the office</li> <li>• Maintain dress-code standards</li> <li>• Maintain a friendly and approachable attitude towards all employees, clients and stakeholders and respond in a professional, constructive, and knowledgeable manner</li> <li>• Respect all equipment and property and use with care to avoid unnecessary damage</li> <li>• Maintain sound working knowledge of and comply with all NQWLS policies, procedures, guidelines, quality assurance standards and professional indemnity insurance requirements</li> <li>• Undertake various computing, word processing and administrative duties including being self-sufficient with your own typing, filing, data entry and photocopying</li> <li>• Attend meetings and training as required and participate and contribute to the decision-making process, policy formulation and planning of the future direction of NQWLS at these meetings as required within the scope of the role</li> <li>• Complete all other duties as assigned</li> <li>• Undertake the responsibilities of the position adhering to:               <ul style="list-style-type: none"> <li>○ Equal opportunity and anti-discrimination legislation and requirements</li> <li>○ Workplace Health and Safety (WH&amp;S) legislation and requirements</li> <li>○ Legal requirements</li> <li>○ Cultural and ethical considerations</li> <li>○ All policies and procedures of NQWLS</li> </ul> </li> </ul>	

#### Knowledge, Skills and Personal Attributes

- High level of professionalism and client service
- Excellent interpersonal and communication skills including the capacity to work with women from diverse cultural, linguistic and educational backgrounds
- Knowledge and understanding of the philosophy of community legal centres, social justice and human rights issues affecting women in Australia today
- High attention to detail
- Strong ability to organise and prioritise tasks effectively and efficiently
- Good ability to make effective and timely decisions
- Ability to work autonomously with minimal supervision as well as part of a multi-disciplinary team
- Excellent computer literacy and skills
- Flexible and supportive approach to change in the workplace, is open and embraces change
- Interest and passion for working with and caring for people
- Physical ability to talk, hear, see, bend, reach, feel, and write.

#### Qualifications & Experience

##### *Essential*

- Demonstrate capacity to provide quality, trauma-informed legal advice and casework, particularly in the areas of family law and domestic violence
- Current Queensland C Class Drivers Licence

##### *Desirable*

- Proven experience in a similar role
- Experience working with women affected by domestic violence
- Experience working or volunteering in a community legal centre

<b>Approved by:</b>		<b>Date:</b>	
I have read the above Position Description and understand and accept the role requirements for the position of <b>Client Intake and Administration Worker</b> .			
<b>Incumbent Signature:</b>		<b>Date:</b>	
<i>Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.</i>			