
POSITION TITLE:	Receptionist
REPORTING TO:	Office Manager
CLASSIFICATION:	Community Services 2-3 (MEA 2-3)

1. THE ORGANISATION

The Women's Legal Centre (ACT & Region) is a community legal centre. We provide legal assistance to women who would otherwise go without. Our main areas of practice are family law, domestic violence, victims of crime, employment and discrimination.

The Centre provides legal advice and representation on family law, child protection and employment and discrimination matters for vulnerable women. This includes through the Domestic Violence Program, which is a specialised service within the Centre designed to provide intensive legal advice and representation to women experiencing domestic violence.

The Centre also includes the Aboriginal and Torres Strait Islander Women's Access to Justice Program which provides case management support and legal advice to Aboriginal and Torres Strait Islander women. The Program works closely with lawyers in the Centre.

We also provide community legal education and resources and support law reform to improve legal and policy responses to discrimination and violence against women.

2. POSITION SUMMARY

The Centre Receptionist provides reception services and administrative support to the Centre. The Receptionist is the first point of contact for the Centre.

Working closely with the Legal Support Officer and the Office Manager, the Receptionist is responsible for responding appropriately to a range of inquiries from women seeking assistance, current clients, referring agencies and other key stakeholders including suppliers, funding agencies and media. The position is also responsible for assisting with day-to-day administration of the Centre and the legal practice, including managing client appointments, conflict of interest checks and coordinating volunteers.

3. KEY RESPONSIBILITIES

1. Client services and file administration

- 1.1. Provide a welcoming and positive atmosphere for clients and other visitors to the Centre.
- 1.2. Manage all incoming phone calls in line with relevant policies or practice.
- 1.3. Schedule and confirm client appointments.
- 1.4. Complete all relevant processes and paperwork regarding client appointments and managing client appointment paperwork.
- 1.5. Provide administrative assistance including opening and closing client files and filing documents and information as required.

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- 1.6. Run conflict checks for new clients.
- 1.7. Develop and maintain knowledge of key referring and related support agencies, including the Domestic Violence Crisis Service, Relationships Australia, courts, legal assistance and other community and women's sector agencies.

2. Office Administration

- 2.1. Open and close the Centre's office according to standard business hours and take responsibility for the office and reception space.
- 2.2. Support staff and volunteer solicitors, including some administration of pro bono clinics.
- 2.3. Coordinate incoming and outgoing mail and deliveries to the Centre.
- 2.4. Order and maintain stationery and other office supplies under the direction of the Office Manager and take general responsibility for the tidiness and order of the office space.
- 2.5. Draft basic correspondence as directed by the Legal Support Officer or individual solicitors.
- 2.6. Perform basic bookkeeping tasks, including supporting accounts payable, brokerage and credit card reconciliation.
- 2.7. Other general administrative duties as required.

3. Administration and accountability

- 3.1. Maintain a Working with Vulnerable People Check.
- 3.2. Participate in regular supervision with the Office Manager and ensure compliance with policies and procedures of the Centre.
- 3.3. Participate in the Centre's planning with staff and Board and contribute to Centre wide projects.
- 3.4. Attend regular staff meetings as required.
- 3.5. Provide reports as requested by the Principal Solicitor and Executive Director.
- 3.6. Other relevant duties as directed by the Office Manager, Principal Solicitor and the Executive Director.

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Selection Criteria

Essential:

1. Demonstrated experience providing reception and administrative/office support.
2. Highly developed organisational skills and the ability to manage competing workloads under pressure.
3. Demonstrated high level client liaison and verbal communication skills, including communication with professionals and people experiencing acute levels of stress or ongoing trauma.

Desirable:

1. Experience working with Aboriginal and Torres Strait Islander people, women from diverse backgrounds and women who have experienced trauma.
2. Experience with basic bookkeeping functions including collecting receipts, reconciling expenses, data entry and record keeping.
3. Ability to speak another language.