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

1. THE ORGANISATION

The Women's Legal Centre is a specialist community legal centre. We provide legal assistance to women who would otherwise go without. Our main areas of practice are family law, domestic violence, early intervention care and protection work, victims of crime, employment and discrimination.

The Centre provides legal assistance across the spectrum of need, including legal information and referral, legal advice and representation and litigation. The Centre provides legal services within a multi-disciplinary and trauma-informed practice model that incorporates a Socio-Legal Team to provide wrap-around support to the most vulnerable and at-risk clients.

The multi-disciplinary practice is complemented by the Mulleun Mura Aboriginal and Torres Strait Islander Women's Access to Justice Program. This Program provides case management support and legal advice to Aboriginal and Torres Strait Islander women.

The Centre also provides community legal education and input on law and policy development to build government and community capacity to understand and address discrimination and violence against women.

2. POSITION SUMMARY

The Centre Receptionist is part of the Corporate Support Team and provides reception services and administrative support to the Centre. The Receptionist is the first point of contact for the Centre clients and stakeholders.

The position is responsible for supporting the day-to-day administration of the Centre and the legal practice, including managing client appointments, conflict of interest checks and coordinating volunteers.

Working closely with the Client Services Manager and 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.

3. KEY RESPONSIBILITIES

1. Client 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 and enquiries in line with relevant policies or practice.
- 1.3. Schedule and confirm client appointments.

POSITION DESCRIPTION

- 1.4. Complete all relevant processes and paperwork regarding client appointments and managing client appointment forms and documents.
- 1.5. Provide administrative assistance to Centre solicitors, including opening and closing client files and filing documents and information as required.
- 1.6. Support accurate and comprehensive data collection for the Centre.
- 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 the administration of pro bono clinics, including conflict checks and volunteer management.
- 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. Prepare meeting rooms for appointment, including cleaning and disinfecting tables prior to and after client appointments.
- 2.6. Perform basic bookkeeping tasks, including supporting accounts payable, brokerage and credit card reconciliation.
- 2.7. Draft basic documents or correspondence as directed by the Office Manager or Client Services Manager or CEO.
- 2.8. Other general administrative duties as required.

3. Administration and accountability

- 3.1. Ensure compliance with policies and procedures of the Centre, including documenting and communication reception or administrative procedures as required.
- 3.2. Maintain a Working with Vulnerable People Check.
- 3.3. Participate in regular supervision with the Office Manager and annual performance reviews.
- 3.4. Participate in the Centre's planning with staff and Board and contribute to Centre wide projects.
- 3.5. Attend regular staff meetings as required.
- 3.6. Other relevant duties as directed by the Office Manager, Principal Solicitor and CEO.

WOMEN'S LEGAL CENTRE (ACT & REGION) INC.
POSITION DESCRIPTION

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.
4. Experience with basic bookkeeping functions including collecting receipts, reconciling expenses, data entry and record keeping.

Desirable:

1. Experience working with Aboriginal and Torres Strait Islander people, women from diverse backgrounds and women who have experienced trauma.
2. Ability to speak another language.