

JOB DESCRIPTION

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE

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| POSITION: | Administrative Assistant |
| REPORTS TO: | Principal Solicitor/Coordinator |
| HOURS: | 28 Hours per week (9.00am – 1.00pm & 2.00pm – 5.00pm Monday to Thursday) |
| CLASSIFICATION: | Social, Community Housing, Home Care and Disability Services Industry (SCHCADS) Award – Level 3.1 \$33.10 per hour |
| POSITION CONTEXT: | <p>The North & North West Community Legal Service is a not-for-profit organisation operating as a generalist community legal service, to provide legal assistance in the region especially to those who are unsure about their needs, uncertain where to go for assistance, unable to afford the advice of a private solicitor.</p> <p>Policy is the responsibility of the elected Management Committee for the Service.</p> |

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| PURPOSE OF THE POSITION: | To deliver an administrative service and to assist the Principal Solicitor, Solicitors and Coordinator of the North & North West Community Legal Service Inc. |
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| MAIN DUTIES AND RESPONSIBILITIES: | <p>GENERAL – requirements of the position</p> <ul style="list-style-type: none">• Excellent communication and social skills• Good operational knowledge of computers and other office technological equipment• Good understanding of the philosophy, purpose, objectives and values of the Service• Ability to work co-operatively as part of a small team, be able to prioritise tasks |
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MAIN DUTIES

- Frontline client service with a high priority placed on customer relations with demonstrated ability to deal with clients with difficult/sensitive issues appropriately either face to face or telephone and make suitable appointments. Confirming outreach appointments prior to the Service's visit.

- Acquire a good understanding of the area of law practiced within our Service to enable appropriate provisions of appointments or referrals
- Data processing including Outlook Calendar management, emailing using both Outlook and gmail, upkeep of database with accuracy and attention to detail a priority, system back-ups.
- Liaison and booking of outreach centres, maintenance of staff diaries through Outlook for outreach work.
- Upkeep and ordering of general office supplies within budget.
- Accurate and timely filing.
- Incoming and outgoing mailing and upkeep of register.
- Assist Coordinator and Principal Solicitor as requested.
- Participate in staff meetings and any appropriate staff development workshops.
- Record Staff meeting minutes
- Daily SMS reminder
- Keep info flyers updated and ordered
- Prep for Community Legal Education or Expo's

- SELECTION CRITERIA:**
- 1) Demonstrated ability to effectively interact with clients
 - 2) Demonstrated ability to work as a member of a team
 - 3) Demonstrated good interpersonal and communication skills
 - 4) Demonstrated experience and skills in managing a range of computer systems/programs including data entry and word processing skills
 - 5) High-level of organisational skills, including the ability to meet deadlines, prioritise and manage competing priorities.