



POSITION DESCRIPTION

Position:	Volunteer and Office Co-ordinator
Hours and days of work:	Part time - 4 days per fortnight (0.4 FTE) 9am – 5.06pm with ½ hour lunch break (7.6 hours per day) Job Share Contract Role for 12 months
Location:	13a Wingate Avenue, Ascot Vale
Classification:	Level 3 (<i>Social, Community, Home Care and Disability Services Industry Award 2010</i>)
Reports to:	Manager
Date Approved:	9 August 2021

History

The Moonee Valley Legal Service Inc (MVLS) is a not-for-profit organisation which commenced operation in 1985 (previously known as Essendon Community Legal Centre). The centre is a not-for-profit community service managed by a volunteer Board of Management. The MVLS is funded primarily by the Commonwealth and State Governments through the CLSP Program. MVLS provides free legal advice, assistance and referrals to people who live, work or study within the City of Moonee Valley catchment, as well as free community legal education to organisations, services and the wider community.

Our Mission

To work with and empower our diverse community to improve outcomes by providing high quality, culturally appropriate legal services, community legal education and advocacy.

Our Vision

To contribute meaningfully to a vibrant community legal sector. To ensure legal help is accessible to all who require it, with a focus on those who would not otherwise be able to get legal assistance. To be recognised by our local community as a reliable and resourceful service that meets the community's needs. To make the most of technological opportunities, build upon our unique service offerings and be adaptive and responsive to social change.

Position Objective

The Volunteer and Office Coordinator will be responsible for the efficient functioning of the office environment and the volunteer program. This is a key position which ensures that the Service's reputation as a professional organisation is maintained and enhanced.

This position requires a background in office administration/reception, customer service and volunteer coordination. It requires abilities in time management, record keeping, problem solving, supervision of staff and managing a demanding workload.

Main Responsibilities and Duties

Customer Service

1. Meet and greet clients and stakeholders of the service in a professional manner.

Office Co-ordination

1. Provide clerical and daily reception duties for the Service including:-
 - a. Managing incoming calls and liaising with clients, stakeholders and the general public;
 - b. Informing people interacting with the legal practice about services available, eligibility criteria, their rights and responsibilities and complementary services;
 - c. Making appropriate client appointments for lawyers and administering staff diaries;
 - d. Managing and co-ordinating requests for Community Legal Education (CLE) sessions in conjunction with the CLE worker;
 - e. Sending reminders to clients regarding upcoming appointments;
 - f. Maintaining an up to date referral register;
 - g. Filing - including general correspondence, emails, client files and library materials;
 - h. Maintaining all client files and engaging in bi-annual archiving of files as required;
 - i. Managing the incoming and outgoing mail and associated databases;
 - j. Daily data entry into the Community Legal Assistance Services System (CLASS) database of all client files, information, referrals and projects;
 - k. Managing the fortnightly collection of staff timesheets for sign-off by the Manager;
 - l. Liaising with the service's IT contractors in relation to IT issues.
2. Provide daily administrative support to lawyers and the Manager of the Service including:-
 - a. Assisting in the collation of compliance reports for funding bodies;
 - b. Attending meetings and taking written minutes of those meetings as required;
 - c. Maintaining and monitoring the database of members and being responsible for membership renewals and applications;
 - d. Assisting in the collation, formatting and publication of the annual report;
 - e. Assisting and supporting the project management, co-ordination and promotion of events, outreach activities, forums, Annual General Meetings;
 - f. Providing support in the preparation and delivery of community engagement and CLE events
 - g. Coordinating the distribution, completion and filing of annual client satisfaction surveys.
3. Assisting in the development, printing and distribution of newsletters and promotional materials, including those for events and activities.

Volunteer Co-ordination

1. Provide Volunteer supervision and co-ordination duties for the service including:-
 - a. Directly supervising student placement volunteers in their administrative and clerical work;
 - b. Recruiting and training student placement volunteers, and assisting in the recruitment and training of new legal volunteers, alongside the principal solicitor and manager as required.
 - c. Providing new volunteers with a formal induction and on the job training;
 - d. Ensuring volunteers complete all required compliance and human resources paperwork;
 - e. Management and co-ordination of the volunteer roster, ensuring there are sufficient legal and non-legal volunteers in attendance for each drop in and appointment service as required;
 - f. Maintaining and updating the volunteer manual as required;
 - g. Assisting in the project management, planning and organising of volunteer appreciation events and awards;

Other duties

1. Any other administrative or volunteer tasks as directed by the Manager or Principal Solicitor.

Selection Criteria

Essential

- Experience in providing administrative support and utilising legal casework databases such as CLASS/ActionStep/LEAP within the legal sector
- Experience in working in reception/admin role managing incoming calls from community and stakeholders
- Experience in informing people interacting with the legal practice about services available, eligibility criteria, their rights and responsibilities and complementary services.
- High level computer literacy including proficiency in MS Office
- Well developed organisational skills and excellent interpersonal skills, both oral and written
- Proven ability in typing and data-entry
- Understanding of and commitment to community based services
- Proven experience in dealing with the general public and complex clients
- An ability to communicate well with people from non-English speaking backgrounds
- Demonstrated ability to work independently and as part of a small team
- A demonstrated commitment to social justice
- Experience in the supervision and co-ordination of volunteers

Desirable

- An understanding of community development and engagement principles
- A current Victorian Driver's Licence

Conditions of Employment

As provided for in the *Social, Community, Home Care and Disability Services Industry Award 2010*, the *Fair Work Act 2009* and the *Community Legal Centres Multi Business Agreement 2006 – 200*