

Position Title – Administration Officer Legal Program

Division:	Family and Community Services – Brimbank Melton Community Legal Service
Award and Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 / Victorian Community Legal Centers Multi-Enterprise Agreement 2024-2027 Level: 2
Position ID	ADMCLC01

Position Objective:

BMCLC is a Community Legal Centre that aims to improve the lives of community members in the West experiencing disadvantage and marginalisation, and which primarily services the Brimbank, Melton and Bacchus Marsh Local Government Areas.

The Part-time Administration Officer is part of the legal administration team and is responsible for delivering high quality customer service, office coordination and managing client appointments for Brimbank Melton Community Legal Centre, a program of CommUnity+. Reporting to the Manager/Principal Lawyer, this position provides customer service and administrative support to ensure the program delivers quality services and meets all compliance requirements. The role will also ensure that appointments are made for clients in a timely manner, and that all information provided to clients is accurate.

Part A: Organisation

Organisation, Vision, Purpose and Values

Our Organisation:

commUnity+ is a multidisciplinary organisation located in Melbourne's Western suburbs, delivering a range of prevention and early intervention programs focused on informing and engaging with our community. This is achieved via Community Education, Legal Services (Brimbank Melton Community Legal Centre), our Neighbourhood House, and Children's Contact Services, as well as a range of community and individual development activities.

Established in 1982, commUnity+ has grown from a residents' action group in Deer Park, to a large community-based organisation that delivers programs from multiple locations in the West, North West and Inner Melbourne.

commUnity+ is a company limited by guarantee and is a registered charity endorsed as a Deductible Gift Recipient with the Australian Charities and Not-for-profits Commission. commUnity+ receives funding from local, state and Commonwealth government departments.

commUnity+ partners with private, community and government agencies to enhance our service delivery, including through allied services, and to increase access for our communities.

Our services are pivotal to building social capital and the agency of people living in Melbourne's Western suburbs.

Our Vision:

Everyone in the West has a safe place where they feel they belong and live the life they choose.

Our Purpose:

To support, strengthen and enable individuals and diverse communities in the West to flourish.

Our Values:

Responsive: We will listen to our diverse communities, measure impacts and make informed decisions about the services we provide.

Empowering: We will respect the strength of our communities and collaborate to deliver holistic services.

Accountable: We will be responsible and self-reflective. We will acknowledge and celebrate achievements.

Collaborative: We work well together and as one team for our community.

Our Services:

- Community Education (RTO) accredited and non-accredited training across a range of Programs
- Legal Services (including Brimbank Melton Community Legal Centre)
- Family Services (including Children's Contact Service and other family support)
- Neighbourhood House
- Other community engagement and development projects and activities

Part B: Operational Context

Legal Services (Brimbank Melton Community Legal Centre)

commUnity+ operates the Brimbank Melton Community Legal Centre (BMCLC), funded by State and Commonwealth governments and supported through philanthropic project funding, to provide free legal services for people who live, work or study in the Brimbank, Melton and Bacchus Marsh communities.

BMCLC has offices in Melton and St Albans, operating a range of generalist and specialist legal clinics, providing outreach services through key community organisations, undertaking casework, delivering legal representation, and actively contributing to social justice and law reform.

For more information please visit <https://www.comm-unityplus.org.au/legal-services>



Part C: Position Specifications

Relationships	
Division:	Family and Community Services
Program/Team:	Brimbank Melton Community Legal Centre (Legal program of Comm Unity Plus)
Location:	St. Albans
Reports to:	Manager/Principal Lawyer
Indirectly Reports to:	General Manager, Family and Community Services
Internal:	Executive Team, Corporate Staff, Other program staff, Senior Lawyers, Community Lawyers, Office Manager, Administrative Staff, Volunteers and Student Placements
External:	Funding agencies, community stakeholder groups

Dimensions		
Staff / Volunteers Managed or Supervised	Direct	0
	Indirect	0

Key Accountabilities
<p>A. Office Administration</p> <p>B. Customer Service</p> <p>C. Systems and Facilities Management</p>

Key Tasks
<p>A. Office Administration</p> <ul style="list-style-type: none"> Maintain client information records in accordance with program guidelines and audit requirements Ensure program information is collected and maintained as required, and that it is accurately and appropriately entered into database Exercise initiative in identifying client data that is or appears incomplete or inaccurate and liaise with the lawyers to ensure problems are solved immediately Provide support to staff and volunteers with photocopying and other administrative tasks when required. Maintain the office and ensure it is kept in a tidy manner suitable to allow proper office functioning

B. Customer Service

- Provide timely, high quality customer service, information and referrals to clients, customers and stakeholders, including serving as first point of contact for clients, customers and stakeholders (in person or via telephone or email)
- Monitor client attendance, follow up absences and liaise with clients to appointment.
- Respond to queries of clients or relevant stakeholders of BMCKC in a consistent, appropriate and culturally sensitive manner.
- Respond to feedback and liaise with management and staff on customer service matters.
- Provide customer service and support in collaboration with organisation-wide Customer Service roles at commUnity+

C. Systems and Facilities Management

- Ensure all client records are kept in a safe and secure manner. Ensure policies and procedures in relation to privacy and record keeping are followed.
- Perform other administrative, office support or customer service tasks as required and backfill other staff as required
- Oversee the general administration of the allocated sites and liaise with Corporate team if there are any issues.
- Support any facilities issues, IT and administrative support for the sites allocated.
- Carry out any lawful, safe and reasonable instruction that is consistent with the contract of employment and the person specification requirements for this position

D. Other

Carry out any lawful, safe and reasonable instruction that is consistent with the contract of employment and the person specification requirements for this Position. commUnity+ is committed to the safety and well-being of children and, as such, is committed to creating and maintaining a child safe organisation. Carry out any responsibilities in keeping with the child safety principles and Child Safe Standards, as specified under the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015.

Part D: Person Specification

Key Selection Criteria

Essential:

- Demonstrated ability to verbally communicate effectively with a wide range of people, including staff, other professionals, stakeholders and community members
- Time management and organisational skills to perform diverse customer service and administrative duties with the ability to prioritise and plan work to meet deadlines
- Ability to provide a high standard of customer service to members of the community, clients, internal and external stakeholders and other agencies.



	<ul style="list-style-type: none"> • Proven ability to work effectively in a team and apply initiative in solving problems with minimal supervision. • Strong computer literacy with Microsoft software, e.g. Word, Outlook, Publisher, Power-Point, Microsoft Teams, Access & Excel to create own correspondence and documents, and experience using online meeting platforms such as Zoom. • High level of professionalism, commitment and interest in working with individuals from diverse and disadvantaged communities on social justice issues.
Desirable:	<ul style="list-style-type: none"> • Experience in office administration (particularly in a legal or community legal centre context). • Experience working with the Actionstep legal practice management platform.

Qualifications	
Essential:	<ul style="list-style-type: none"> • Certificate III or higher qualification in a relevant discipline
Desirable:	<ul style="list-style-type: none"> • Studying towards a Bachelor of Law, Juris Doctor and/or relevant experience working in a legal context

Other Requirements	
Essential	<ul style="list-style-type: none"> • Current Working With Children Check, and ongoing validity. • Current Criminal Records Check, and ongoing validity.
Desirable	<ul style="list-style-type: none"> • Current valid Victorian Drivers License and the ability to travel between offices.

Part E: Declaration

Declaration	
<p>My position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, there maybe other reasonable duties within my skills and experience that I may be requested to undertake. I hereby accept the accountabilities and authority as outlined.</p>	
Employee	Name Signature Date: / /
Manager	Name Signature Date: / /