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19th April 2021

APPLICATIONS INVITED –Intake and Reception Worker -6 month contract

Pine Rivers Community Legal Service and The Community Family Mediation Service (services within Encircle Ltd) invite applications for the position of Intake and Reception Worker.

Encircle Ltd is a not for profit community owned and operated organisation for individuals and families in the greater North Brisbane area. At a variety of locations, Encircle Ltd identifies and responds to local community needs and offers a flexible range of support services, activities and opportunities within a safe and welcoming environment. Encircle Ltd is focused on early intervention and prevention, and encourages community participation with a strong volunteering philosophy.

The Pine Rivers Community Legal Service provides free legal advice on areas of law affecting those people disadvantaged in accessing the legal system. The service has a specific focus on family law and domestic and family violence law and provides the Domestic and Family Violence Duty Lawyer Service and the Child Protection Duty Lawyer Service at the Pine Rivers Magistrates Court. The Community Family Mediation service provides free mediation services to parties who have separated and meet eligibility criteria, as well as a Family Dispute Resolution Service.

The role of the Intake and Reception Worker will be to provide intake, reception and administrative and data capturing services.

The following documents are enclosed:

1. Position Description
2. Practice Framework Policy

Your application should include a covering letter of no more than two pages, addressing the Key Selection Criteria and outlining your suitability for the role and attach your Resume. Applicants who do not address these Key Criteria will not be considered for an interview.

Apply by email, clearly marking the subject line “Confidential, Solicitor Application” and email to louises@encircle.org.au. Any enquiries should be directed to this email address.

Closing date for applications is 4.00pm 3rd May 2021.

Louise Skidmore
Principal Solicitor

POSITION DESCRIPTION

Position:	Intake and Reception Worker
Reports to:	Principal Solicitor
Hours:	28 hours per fortnight (Mondays and Fridays 9-4.30)
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Level 4.1
Type of Position:	Contract- 6 months.

Purpose of the Role:

The purpose of this role is to provide frontline intake work, reception and administrative support for the Pine Rivers Community Legal Service and The Community Family Mediation Service. The position requires a calm and friendly attitude, with attention to detail and an efficient and responsible approach to work

This is a 6-month contract position.

Organisational Environment:

Encircle Ltd is a not-for-profit community owned and operated organization for individuals and families in the greater north Brisbane area. Encircle responds to personal and community needs within a safe and welcoming environment through our focus areas that provide a flexible range of activities, supports and information.

Encircle operates in accordance with its Mission Statement, Practice Framework Policy and Operating Principles. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The position of Family Law and Domestic and Family Violence Law Solicitor is with the Pine Rivers Community Legal Service within Encircle.

The position is based at Strathpine and Redcliffe, with outreach at various locations in the community.

Encircle Ltd offers a supportive team environment and offices are air conditioned. Occasional use of own car may be required and will be reimbursed as per the Social Community, Home Care and Disability Services Industry Services Award. Encircle is committed to flexible workplace practices.

Main Responsibilities and Duties:

General Responsibilities:

- Provide a welcoming, calm, and efficient reception service.
- Undertake intake assessments for the mediation service.
- CLASS data capturing for the legal service and the mediation service.
- Work effectively as a collaborative team member.
- General administrative tasks and correspondence/emails for both services

Duties

Frontline responsibilities.

- Develop and maintain knowledge of PRCLS/CFMS reception and administrative processes and resources.
- Monitor and manage correspondence and emails at reception for both services
- Answer the telephone and make appointments for the services.
- Be the first point of contact at reception and attend to general enquiries about the services provided.
- Maintain Reception Log and Client Register for the PRCLS.
- Maintain filing system for both services.
- Assist with the organisation of the services meetings, events and training and rosters.
- Confirm appointments with outreach services.

CLASS Data

- Enter data into “CLASS” - the data management system for both services in accordance with the Data Standards Manual.

Administration

- Provide administrative support and undertake tasks upon request by the team.

Intake and Assessment

- Undertake intake interviews and assessments for the mediation service.
- File management regarding both services.
- Liaise with clients, staff, volunteers and independent contractors to progress mediation service files.

Organisational

- Comply with organizational policies and procedures, funding agreements, service standards and risk management obligations.
- Attend team and organization meetings as required.
- Participate in strategic planning and team building activities undertaken by the team and the organization.
- Attend and participate in supervision.
- Keep informed of organizational support services and activities to ensure an integrated response for clients.

Delegated Authorities:

NIL

Qualifications, Professional Memberships, Experience:

Essential:

- Holds a current Queensland Practising Certificate,
- Has a minimum of 6 months experience practice in family law and in domestic and family violence law and has the ability to provide immediate legal advice and assistance on such matters including the provision of the Duty Lawyer service.
- Working knowledge of CLASS data system or ability to acquire a working knowledge rapidly.

Other requirements:

Driver's license

Key Selection Criteria:

- Demonstrated understanding of Social Justice Principles.
- Demonstrated proficient oral and written communication skills.
- High level administrative and organizational skills.
- Self motivated, reliable and with the ability to act independently with initiative.
- Working knowledge of CLASS data system or ability to acquire a working knowledge rapidly.
- Demonstrated calm and helpful attitude when dealing with people under stress
- A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people.
- Demonstrated understanding of the needs, issues and sensibilities of all people, including those from Aboriginal and/or Torres Strait Islander communities and culturally and linguistically diverse backgrounds.
- Demonstrated capacity to work in and contribute to an effective small team.

ENCIRCLE LTD

Practice Framework Policy

RATIONALE

The Practice Framework provides a shared understanding of how the mission statement, "To support individuals, families and strengthen our communities" is enacted in all the services and programs of Encircle Ltd

POLICY STATEMENT

Encircle works within a Strength Based Framework in all interactions with the community it supports. A Strength Based Framework works alongside people to:

- identify and build on their competencies, resources and capacities rather than focus on perceived deficits
- identify and build on change that is naturally occurring and within the individual's control
- acknowledge that people are experts in their own lives, and uses language that reflects this
- see the problem as the problem, rather than the individual or group as the problem
- assist people to define their aspirations and goals and focus on the future
- recognize that change is constant and inevitable
- support self-determination through genuine choice and the right to participation, inclusion and consultation

At an organisational level and at a board (governance) level this influences processes, including how we evaluate, give and receive feedback, work collaboratively, make decisions and engage with new ideas. It also facilitates a mutual learning environment that values self-reflective practice.

Encircle's Work Is

Community development oriented

The term "community" refers to both geographic communities and communities of interest:

- geographic communities i.e. people who identify with geographic areas
- communities of interest i.e. people who share a common history, culture, religion, experience or particular interest.

Community development strengthens individuals and groups to affect change in their own communities by engaging with others and building the skills and tools they need to bring about the desired change. A community development approach:

- involves individuals, families and communities in planning, direction setting, decision making and actions that impact on them
- builds the capacity of individuals, families and communities to address and find solutions to issues, and to set and achieve goals
- works collaboratively to achieve agreed outcomes

Child and young person centred

A child and young person centred approach means that children and young people are:

- at the centre of the process
- treated with respect and dignity
- given appropriate opportunities to participate and to be listened to
- supported and involved in developmentally-appropriate ways
- recognized as experts on their own experiences
- given choices and involved in decision making

- supported within the family context to build skills and strategies for the future
- provided with opportunities to develop and strengthen their peer relationships
- supported to develop healthy identities and skills as young adults

Family focused

A family focused approach for relevant services:

- embraces the multiplicity of family types and situations
- requires workers to create a partnership with families, and work collaboratively with them
- includes family members in all decision making and planning activities at the level of participation they choose
- acknowledges the family members as the experts on their particular situation
- acknowledges families as the experts on their child's needs and abilities
- assists families to identify their strengths and build family resilience and resources
- involves families as participants in a continuous improvement processes.

Prevention and early intervention focused.

Prevention:

- is underpinned by education and information.
- employs activities and strategies that support and promote individual, family and community wellbeing.
- builds capacity.
- supports self-reliance.

Early intervention:

- responds to individuals, families and communities that have displayed early signs of a risk or problem
- aims to minimize the extent of intervention required
- focuses on strengthening resilience
- may include follow up support after an initial intervention has been provided

Encircle's Practice Framework is Informed and Guided by the Following Operating Principles:

Social Justice

Socially just practice is premised upon a commitment to access, equity, participation and rights for all members of the community, particularly those who are vulnerable or systemically marginalized, including but not limited to;

- children and young people
- women
- Aboriginal and Torres Strait Islanders
- those with mental health issues
- people who are homeless or at risk of homelessness
- unemployed people
- sole parent families

Implementing socially just practice means ensuring:

- everyone is informed about and has access to services regardless of education, religion, abilities, marital status, sexual orientation, health status, socio-economic status, gender, culture or other personal factors or life choices
- where necessary, strategies to promote and facilitate access and equity for identified/marginalised groups may be utilised
- all position descriptions include "Demonstrated understanding of, and commitment to the principles of Social Justice" as a selection criterion
- Encircle's workforce is appropriately skilled in cross cultural awareness
- work practices are inclusive, promote a sense of belonging, and contribute to an

- environment in which everyone feels respected and valued
- the organisation, staff and volunteers act fairly, in good faith and without bias

Professionalism

Professionalism involves demonstrating a high standard of ethics and behaviour in all work activities:

- maintaining a commitment to best practice, innovation and ongoing learning and development
- maintaining personal and professional boundaries
- working in accordance with industry standards
- employing workers who are appropriately qualified

Integrity

Integrity involves honesty, truthfulness and authenticity; it is demonstrated by consistency and methods:

- in the development of the organisational mission statement, policies and procedures
- by working in accordance with the mission statement, policies, procedures and funding body standards
- by engaging in self-reflective practice
- by declaring any conflict of interests
- by ensuring appropriate use of the organisation's resources

Transparency

Transparency involves openness, communication and accountability and requires appropriate governance and reporting structures and systems, by ensuring:

- decision-making processes are based on consultation and collaboration i.e. people play an active part in decisions that will affect them
- rights, roles, responsibilities are explored and made explicit
- stakeholders understand the provisions (or boundaries) of privacy and confidentiality
- the right of individuals to access information relating to them

Respect

Respect involves a high regard for people's intrinsic worth, their right to self-determination, participation and inclusion; it is demonstrated by:

- recognizing people's potential
- honouring and valuing people's strengths and seeking to learn from them
- acknowledging people's right to safety and resources
- valuing people's uniqueness and diversity

Partnership

Partnership involves cooperation and/or collaboration and may be informal or formal. We will work in partnership with the community, other organisations and funding bodies in order to best meet the needs of clients and the community, and to maximise resources. When working in partnership we will:

- ensure there is a shared purpose and agreed outcomes
- ensure there are defined roles, responsibilities and procedures
- engage in shared decision making processes
- encourage mutual learning by sharing resources, information, knowledge and networks
- work to maintain strong and positive relationships.

