



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>LEGAL ADMINISTRATION SUPPORT WORKER</b>	<b>Version:</b>	<b>1.0</b>
<b>Position Reports to:</b>	Principal Solicitor & Manager Pine Rivers Community Legal Service		
<b>Program:</b>	Pine Rivers Community Legal Service	<b>Position Code:</b>	
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
<b>Role Level:</b>	Worker	<b>Direct Reports:</b>	No
		<b>Classification Level:</b>	3
<b>Date reviewed:</b>	09/2025	<b>Reviewed by:</b>	PRCLS Mgr, HR, CEO
		<b>Date next review:</b>	09/2027

### ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of Moreton Bay. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in Moreton Bay and the greater North Brisbane area.

Since 1987, we have been committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs.

Encircle operates across six sites including Kallangur, Lawnton, Redcliffe, Strathpine, Caboolture and Kedron. We have 80 staff and approximately 130 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region.

#### **Our Vision:**

Our communities will thrive and be resilient by being engaged, connected and supported.

#### **Our Purpose:**

To be a responsive, adaptive and sustainable organisation to meet the changing needs of our communities.

#### **Pine Rivers Community Legal Service at Encircle:**

The Pine Rivers Community Legal Service (PRCLS) is a community legal service which provides free legal advice, information, and referrals as well as community legal education for vulnerable people facing disadvantage in the Moreton Bay and greater North Brisbane area.

PRCLS provides community legal services from the main location at Strathpine and from Caboolture, Redcliffe, Deception Bay, and Kallangur Neighbourhood Centres. Community legal services are also provided at Bribie Island Neighbourhood Centre once a month and at the Family Relationship Centre in Strathpine once a week.

The PRCLS also provides the Domestic and Family Violence Duty Lawyer Service at Pine Rivers Magistrates Court and assists with the Domestic and Family Violence Duty Lawyer service at the Sandgate and Redcliffe Courthouses.

### **PURPOSE OF ROLE**

The purpose of this role is to provide high level administrative support for the Pine Rivers Community Legal Service to ensure that it operates efficiently and effectively in compliance with the Risk Management Guide.

## MAIN DUTIES AND RESPONSIBILITIES

- Work collaboratively with the PRCLS administration team to ensure that clients, calls and emails are attended to promptly, professionally and in a friendly and empathetic manner.
- Provide a welcoming and efficient PRCLS reception service, alongside the administration team.
- Data capture on Actionstep Data System.
- Work effectively as a collaborative team member.
- General administrative tasks and correspondence/emails.
- Plan and maintain rosters for all Solicitors in consultation with Senior Solicitors including daytime and evening walk-in service volunteers.
- Train law students and administrative volunteers on the Actionstep Data System and other processes.
- Induction of all volunteers and law students (including DV students).
- Maintain filing systems.
- Coordinate client surveys.
- Support Senior Solicitors to prepare Board reports.
- Archive all hardcopy files once a year.
- Oversee client surveys and collate data.
- Provide the Principal Solicitor with monthly statistical data required for the Board Report.
- Undertake all other reasonable administrative tasks on request by the Principal Solicitor or the Supervising Solicitor.
- Assist solicitors with administration **onsite at Caboolture and Strathpine** on a weekly basis.

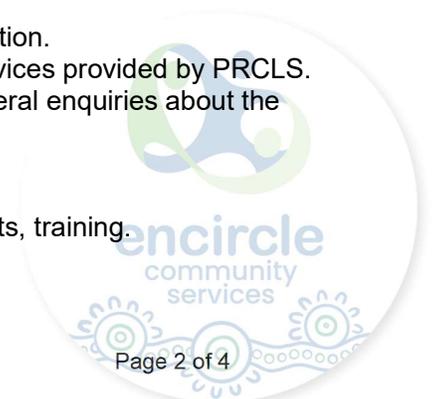
## DUTIES

### Legal Support:

- Plan, prepare and maintain all staff and volunteer rosters.
- Attend to emails and correspondence at reception both incoming and outgoing.
- Provide administrative support and undertake tasks upon request by the team.
- Advertise for and recruit PRCLS volunteers and respond to enquiries by volunteers.
- Ensure brochures and pamphlets and resources are up to date.
- Liaise with partner services to ensure that:
  - legal appointments are scheduled;
  - clients are supported to attend appointments; and
  - great working relationships are built and maintained.
- Working together with the admin team:
  - make and confirm all legal appointments; and
  - perform conflict checks on all clients and other parties in terms of policy and procedures.

### Reception:

- As part of the PRCLS administration team:
  - **Ability to travel between Strathpine and Caboolture required.**
  - Develop and maintain PRCLS reception and administrative processes and resources.
  - Monitor and manage correspondence and emails at reception.
  - Answer the telephone and make appointments for the services provided by PRCLS.
  - Be the first point of contact at reception and attend to general enquiries about the services provided by PRCLS.
  - Maintain Reception Log and Register.
  - Maintain filing system.
  - Assist with the organisation of the PRCLS meetings, events, training.



## Client Management System Data

- Enter data into Actionstep Data System
- Produce monthly reports
- Train volunteers on Actionstep Data System
- Update client intake and advice forms for all funded services.

## Mediation

- Perform administrative tasks regarding mediation files.

## Domestic and Family Violence

- Perform cross checks prior to every Duty Lawyer service.
- Maintain files with copies of all Sessions Reports and Invoices.
- Oversee data entry of Duty Lawyer Service advices.

## Capabilities to be successful in this role

The ideal candidate will be able to demonstrate:

- Intermediate skills with Microsoft Office suite
- Work effectively as a collaborative team member
- Culturally diverse
- Ability to work independently
- Sound problem solving skills
- Multitasking and time-management skills, with the ability to prioritise tasks
- Understanding of Social Justice Principles

## Required Qualifications and Experience

- Minimum of Cert III in Administration or equivalent experience or qualification
- A minimum of 1 years' experience in Administration / Front Office Representative or similar role
- Experience working with Volunteers
- Experience working in a community services not-for-profit organisation

## Other:

- Police Check
- Drivers Licence

## KEY SELECTION CRITERIA

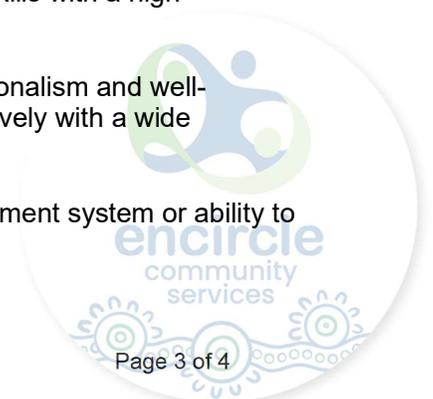
**KSC1:** Ability to work onsite at both Strathpine and Caboolture offices.

**KSC2:** Demonstrated understanding of Social Justice principles.

**KSC3:** Demonstrated proficient oral and written communication skills with a high level of administrative and organisational skills.

**KSC4:** Self-motivated, reliable and with a high degree of professionalism and well-developed interpersonal skills and capacity to liaise effectively with a wide range of people.

**KSC5:** Working knowledge of Actionstep or similar client management system or ability to acquire a working knowledge rapidly.



**KSC6:** Calm and helpful communication style with demonstrated experience dealing with vulnerable clients under stress.

**KSC7:** Demonstrated capacity to work in and contribute to an effective small team.

**KSC8:** Demonstrated understanding of contemporary challenges, needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse (CALD), LGBTIQA+ backgrounds and other vulnerable population groups and the application of Social Justice principles.

**Key Documents**

- Encircle Policy and Procedures

**Employee Name:**

**Employee Signature:**

**Dated:**

