



## Women's Legal Service Qld

### POSITION DESCRIPTION

<b>Designation:</b>	Administration Volunteer
<b>Status:</b>	Ongoing – minimum 6 month commitment required
<b>Wage Classification:</b>	Voluntary
<b>Hours of Work:</b>	One day per week – 9am-5pm
<b>Reporting to:</b>	Office Administrator

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#### **WLS Objectives:**

- To provide effective and appropriate information, advice, counselling and support services to empower women to gain access to justice and safety.
- Provide broad ranging Community Legal Education programs and publications to demystify and facilitate access to the legal system.
- Influence and effect changes to the law, legal processes and service delivery to enable all women's active participation in the legal system.
- Initiate and participate in community development work to facilitate women's access to justice and safety.
- Ensure the maintenance and development of efficient and effective organisational systems.

#### **Purpose of Position:**

Women's Legal Service provides high quality free legal and social work support to women, specialising in the areas of family law and domestic violence. The role of the Administration Volunteer is to provide effective administrative and clerical assistance under the direct supervision of the Office Administrator.

#### **Key Responsibilities:**

- To provide initial contact with women who attend the service in person and via telephone in a busy office, and direct to relevant staff member or take comprehensive and accurate message for follow up, as well as providing appropriate referrals where appropriate

- Conducting conflict checks for prospective clients and other relevant parties in electronic client database for client appointments, outreach services and duty lawyer services
- Reception duties including confirming client appointments and providing preparation support for client appointments, such as assisting clients to complete client intake forms, booking interpreters, and helping client feel comfortable
- General administrative tasks including collecting and distributing mail, updating contact lists and databases, assisting with ordering groceries and office supplies, filing and retrieving client intake sheets from compactus, photocopying, collecting incoming faxes, refilling forms/resources/brochures, checking phone messages, tidying waiting room and assisting to set up for evening advice service on Monday and Wednesday evenings
- General administrative support to other WLS staff as directed.

**Selection Criteria:**

1. Experience working in an administrative role or other relevant background or experience is highly desirable.
2. A demonstrated understanding of the values of Women's Legal Service, along with a commitment to social justice issues for women and to volunteer for a community organisation.
3. Knowledge of domestic violence/family law issues is highly regarded.