

<b>Position title</b>	Client Intake Supervisor
<b>Level</b>	MLC Level 1 (\$36.7625 per hour, excluding superannuation)
<b>Reports to</b>	Operations Manager, Managing Principal Solicitor
<b>Staff Management</b>	N/A
<b>Type/Hours</b>	Casual, 3 to 35 hours per week, from Monday to Friday between the hours of 8am and 8pm, hours and days to be agreed between you and the Operations Manager.
<b>Role overview</b>	<p>Marrickville Legal Centre offers free legal advice and assistance to the community of the inner-west, south-west, southern suburbs of Sydney, and beyond. There are 1.5 million people living in our key catchment: that's 30 percent of Sydney's total population.</p> <p>Marrickville Legal Centre solicitors provide access to justice through the provision of legal services, law reform and community legal education, particularly for people who are disadvantaged by their social and economic circumstances.</p> <p>This position supports the work of the Centre by co-ordinating and supervising our volunteers working on our reception to provide appropriate information, legal and non-legal referrals, and appointments to members of the community seeking our assistance. This role also provides basic tenancy advice, under supervision, and administrative support for the management team, as required from time to time.</p> <p>The position requires a practical understanding and application of the structures, methods, and procedures of the legal system of the State of NSW and the Commonwealth.</p> <p>Under the supervision and guidance of the Operations Manager, the Client Intake Supervisor is responsible for the smooth running of the Illawarra Rd Marrickville site and professional public face for all initial public contact, including incoming calls, voicemail, face-to-face client enquiries and providing appropriate information and referrals.</p>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>• Prior experience working in a CLC or equivalent not for profit organisation.</li> <li>• Legal experience in various legal practice areas.</li> <li>• Ability to manage customer expectations.</li> <li>• Ability to manage, supervise and train volunteers.</li> <li>• Experience in client and or customer facing roles.</li> <li>• Penultimate LLB or GDLP – good to have.</li> <li>• Sound judgment and outstanding analytical and contractual skills.</li> <li>• Strong commercial acumen and pragmatic approach to all work</li> <li>• Proactive and independent attitude and result oriented approach.</li> <li>• Flexible, adaptable, able to challenge the status quo, and the ability to work as a team to deliver the best possible outcome for the community.</li> </ul>
<b>About Marrickville Legal Centres Goals</b>	<p>Marrickville Legal Centre's vision is to promote social justice through the provision of free and accessible legal and related services to people who experience social and economic disadvantage. Each and every team member has a role to contribute to our strategic pillars:</p> <ul style="list-style-type: none"> <li>• <b>For all people:</b> We're proud to stand alongside individuals who are disadvantaged by our justice system, helping them toward better &amp; fairer outcomes.</li> <li>• <b>For progress:</b> We work with community partners to make sure the voices of disadvantaged people are heard in the processes that lead to policy reform.</li> <li>• <b>For working together:</b> We are proud to bring people together to promote justice and protect human rights.</li> <li>• <b>For lasting change:</b> We aim to resolve any immediate legal issues, and to link our clients to resources and services that will support them towards positive and lasting change in their lives, and in our community.</li> </ul>

<b>Roles and Responsibilities</b>		
<b>Area</b>	<b>Key activities</b>	<b>Measures</b>
<b>Case work responsibilities</b>	<ul style="list-style-type: none"> <li>• Oversee the Centre's response to initial inquiries for assistance from members of the public, including:               <ul style="list-style-type: none"> <li>○ Making an initial assessment of legal and non-legal issues presented by people making initial inquiries of the Centre;</li> <li>○ Identifying issues in relation to which the Centre is able to provide assistance;</li> <li>○ Providing basic information in relation to simple legal and tenancy issues which do not require an appointment, using template information sheets developed by Centre solicitors and tenancy advocates;</li> <li>○ Making appropriate service appointments;</li> <li>○ Making appropriate referrals for individuals seeking assistance beyond the scope of that provided by the Centre; and</li> <li>○ Ensuring that all relevant data is entered into CLASS, critically information and referral data that will form your service deliverables.</li> </ul> </li> <li>• Assist Centre staff with the supervision of volunteers undertaking the tasks outlined above.</li> <li>• Oversee the Centre's legal and non-legal information resources including ensuring that legal information pamphlets, brochures, and resources available for distribution to members of the public presenting at reception are kept in stock and up to date.</li> <li>• Assist the Operations Manager with the oversight of the provision of all office supplies and staff amenities, including ensuring adequate stock levels of cleaning products and other critical office supplies.</li> <li>• Ensuring that conflict of interest checks is made in accordance with Professional Indemnity Insurance requirements and Risk Management Guidelines.</li> <li>• Assist the Operations Manager to ensure all COVID-19 screening procedures are followed for people entering the office.</li> <li>• Provide supervision, mentoring and coordination with staff and volunteers.</li> <li>• To manage the workload independently and efficiently.</li> <li>• To work closely with management to ensure alignment of priorities, case management and appropriate resourcing of such pipelines.</li> <li>• Organise and record all official documents required to file cases.</li> <li>• Working cooperatively within a team, exchanging information, and supporting other members of the Legal team to ensure consistent service delivery and ability to step in to cover gaps in other jurisdictions as and when required.</li> </ul>	<p><u>Per month measures</u></p> <p>Legal appointments: 8</p> <p>Information Packs sent: 80</p> <p>Referrals to other services: 80</p> <p>Triage List: all matters cleared within 4 weeks</p>

<b>Customer, stakeholder and advocacy responsibilities</b>	<ul style="list-style-type: none"> <li>Collaborating and engaging with external legal and community services providers to ensure advocacy of emerging and critical family law matters.</li> </ul>	Customer Satisfaction: $\geq 80\%$ re-recommend MLC
<b>Operational responsibilities</b>	<p>Assist the Operations Manager with:</p> <ul style="list-style-type: none"> <li>The recruitment, training, and rostering of volunteers, including updating training materials; and</li> <li>Other staff with organising volunteer events, such as the annual volunteer appreciation party</li> </ul> <p>Assist the Operations Manager to provide general administrative and IT support to staff working at the Centre, including but not limited to:</p> <ul style="list-style-type: none"> <li>Filing and archiving;</li> <li>Daily mail-in and mail-out;</li> <li>Monitoring office and stationery supplies;</li> <li>CLASS data entry and ensuring that CLASS data is accurate and up to date; and</li> <li>Basic IT troubleshooting to staff.</li> </ul> <p>Provide support to a broad range of volunteers, including but not limited to:</p> <ul style="list-style-type: none"> <li>Law students and front desk volunteers;</li> <li>Graduates completing the practical legal training component; and</li> <li>Solicitors from pro bono partners seconded to MLC</li> </ul> <ul style="list-style-type: none"> <li>Ensure that the CLC Risk Management Guide requirements for all aspects of legal advice and casework are adhered to.</li> <li>Ensure file records and statistical data on client contacts are accurately recorded.</li> <li>Privacy / data protection: ensuring compliance with law and internal policies regarding client and case information.</li> <li>Regulatory: ensuring your appropriate licences are obtained and maintained.</li> </ul> <p>Conduct volunteer's skills assessments every 3 months</p>	<p>Adherence to compliance requirements</p> <p>Volunteer supervision checklist Form: 100% completion</p>
<b>Work, Health &amp; Safety (WH&amp;S)</b>	<ul style="list-style-type: none"> <li>Comply with the WH&amp;S Policy and applicable regulatory and organisational WH&amp;S rules and requirements.</li> <li>Participate in WH&amp;S training programs and take personal responsibility for own safety.</li> </ul>	Work in compliance with WH&S framework and policies.

**Skills set (Advanced, Proficient, and Novice):**

<b>Legal practice area</b>	Novice	<b>Adaptability to change</b>	Proficient
<b>Social work</b>	N/A	<b>Independent and self-starter</b>	Proficient
<b>Case management</b>	Novice	<b>Ethics</b>	Advanced
<b>Results oriented</b>	Proficient	<b>Teamwork</b>	Advanced
<b>Client communications</b>	Advanced	<b>Communication</b>	Advanced
<b>Management capability</b>	Proficient	<b>Interpersonal skills</b>	Advanced

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*