

**Position Description: Volunteer Co-ordinator (paid)**

**Position Status:** Permanent 21 Hours a week (flexible) over 3 - 5 days as negotiated.

**Salary Range:** SCHADS classification level 3, plus superannuation and annual leave loading. EECLC offers an above award enterprise agreement, including an additional 2 weeks paid ex gratia leave inclusive of public holidays between Christmas and New Year's Day. Employer funded superannuation is paid in accordance with the Superannuation Guarantee (Administration) Act 1992, and is in addition to the gross salary offered.

**Salary packaging:** Salary packaging is offered in accordance with ATO guidelines for Public Benefit Institutions.

**Position Reports to:** Managing Principal Solicitor. This position however also involves taking direction from the Operations Officer and other staff as needed.

**Role and Context of Position**

EECLC provides access to justice through the provision of legal services, including community legal education, particularly for people who are disadvantaged by their social and economic circumstances.

This position is based in Katoomba and travel to other locations may be required as directed.

**Level of Responsibility**

This position requires a high level of initiative, involving the recruitment, coordination and supervision of volunteers, reception duties and administrative support.

**Position Expectations**

1. Volunteer Coordination
  - a. Create and manage a roster of volunteers to meet organisational needs, ensuring, where possible, that each EECLC lawyer and advocate has a volunteer available during advice line shifts
  - b. Undertake recruitment of new volunteers, including advertising, selection and interviewing
  - c. Provide orientation and training to new volunteers, including database training, that is appropriate to their role
  - d. Manage volunteer workplace issues and absences from work
  - e. Support and resource volunteers in their work
  - f. Coordinate the Evening Legal service and Assist with attending evening advice clinic as needed
2. Enquiries and warm referrals
  - a. Answering the front door during the centre's open hours and dealing with walk in enquiries
  - b. Ensure that enquiries made through the admin only phone line or email are dealt with in a timely manner, by directing those enquiries to the relevant person where necessary, or to call the legal advice line during the specified hours
  - c. Ensure that all warm referrals are passed on to tenant advocates or lawyers in a timely manner

3. Administration
  - a. Ensure mail is entered accurately in the incoming and outgoing mail register
  - b. Ensure mail is collected from the mail box each day and distributed appropriately.
  - c. Ensure mail is taken to a post box each day
  - d. Monitor the Centre's fax distributing correspondence as appropriate
  - e. Stationery ordering and purchasing of office consumables
  - f. Brochure and resource ordering for reception
  - g. Data entry
  - h. Assistance with filing, including archiving of advices and files as required
  - i. Assistance with the planning and preparation for community legal education and other events
4. Providing other assistance to staff as required and directed.

### **Organisation Expectations**

#### **1. Governance and Accountability**

All employees will:

- a. Adhere to EECLC Constitution, philosophy, policies and procedures including state and federal legislation, funding body service agreements, the National Association of Community Legal Centre's Risk Management Guide;
- b. Document work in line with required standards;
- c. Ensure the complete and accurate collection of client data and entry onto CLASS client database;
- d. Perform all reasonable duties requested by the Managing Principal Solicitor;
- e. Attend supervision sessions.

#### **2. Teamwork**

All employees will:

- a. Attend staff, team and casework meetings when required and contribute to decision making;
- b. Contribute to EECLC planning relevant to own work, including implementation of the Strategic Plan;
- c. Contribute to a positive and cooperative work environment;
- d. Follow through on commitments;
- e. Contribute to housekeeping tasks;
- f. Notice and discuss areas for process improvement;
- g. Act to support volunteers, management and other staff members.

#### **3. Development**

All employees will

- a. participate in required training and ongoing professional education

#### **4. Workplace Health & Safety**

All employees will understand the WH&S Policy, and how they can participate and support the implementation of the WH&S Policy.

## **Selection Criteria**

These are tasks/education/experience specific requirements, which the candidate must have in order to carry out the position:

### Essential

1. Demonstrated ability to take initiative, work with minimal supervision, accept responsibility, and work as part of a multi-disciplinary team in a complex work environment..
2. Demonstrated ability to communicate with a wide range of people including disadvantaged people in distress as well as government and community organisations.
3. Excellent oral and written communication skills including interpersonal skills.
4. Demonstrated time management skills with an ability to exercise initiative, prioritise work and meet deadlines.
5. Experience in the development and maintenance of records/filing and office systems and processes.
6. Completion of Aboriginal specific cultural safety training or be willing to undertake cultural safety training.
7. Computer literacy including experience with outlook mail and calendars, and word processing.

### Desirable

1. Experience working in a community legal centre or knowledge of the sector.
2. A willingness to undertake other training as identified or required.
3. Experience with Apple Macintosh computers.
4. Hold a current NSW driver's licence.