

VOLUNTEER POSITION DESCRIPTION: DAYTIME ADMINISTRATION ASSISTANT

Fitzroy Legal Service is a community-based organisation, independent of government, dedicated to assisting marginalised and vulnerable members of the community with legal information, advice and representation, as well as championing law reform and conducting public interest litigation. Our services are offered across the Cities of Darebin and Yarra, and the inner north of Melbourne. For further information please visit our website www.fitzroy-legal.org.au.

Role

Working with the Day Service team the administrative assistant volunteer role is responsible for monitoring the front desk to greet clients, answer enquiries made in person and over the phone as well as providing other administrative support to staff.

Responsibility

- Work under the supervision and comply with directions given by FLS staff supervisors;
- Always maintain client confidentiality and a high level of professional service
- Participate as part of a team

Tasks/Duties

- Managing telephone, email and online enquiries
- Making referrals to other legal services when appropriate;
- Taking accurate messages, booking client appointments.
- Making calls to clients to confirm appointments
- Undertaking a range of other administrative tasks including photocopying, filing, distributing and sending mail, coordinating catering, scheduling and confirming client appointments and data entry.
- General administrative duties including data-management, filing and document preparation, photocopying, accurate record keeping, receiving and processing emails and post;

Skills/Experience

- Administrative work experience and strong organisational skills;
- Excellent written and verbal communication skills;
- Experience working with people from culturally and linguistically diverse backgrounds or people with disability or Aboriginal and/or Torres Strait Islander people
- Attention to detail
- Ability to deal with challenging client behaviour

What we are looking for

- An interest in social justice;
- Students enrolled in Bachelor of Laws Degree, Juris Doctor or other law-related qualification

Commitment

- Minimum commitment of six months
- There are 2 shifts per day to allow for volunteer's other commitments (we are open to full day shifts also)
- 9am-1pm TUESDAY
- 2-5pm TUESDAY
- 9am-1pm WEDNESDAY
- 2-5pm WEDNESDAY
- 9am-1pm THURSDAY
- 2-5pm THURSDAY

LOCATION

Fitzroy Town Hall, Level 4
Access via laneway & courtyard behind Fitzroy Library
126 Moor St, Fitzroy

INFORMATION BARRIER

Please note: if you are already a volunteer with the FLS night service, the information barrier means that you cannot continue to provide advice with the night clinic as well as working in the day service. The purpose of the Information Barrier is to quarantine access to information, so as to enable us to provide legal services to clients in circumstances where, without an Information Barrier, there would be a deemed 'indirect conflict'. All staff and volunteers are required to work on one side of the Information Barrier and will not have access to client files or information that sits within any service on the other side of the Information Barrier.

HOW TO APPLY

Candidates are requested to email the following as **one** PDF document:

- A covering letter, no longer than one page;
- A response to the Key Selection Criteria; and
- A resume which includes details of education, work and volunteer experience.

Applications should be emailed to:

Anna Caleo
Volunteer Coordinator

acaleo@fls.org.au