



Position Description

JOB TITLE: Intake Officer

JOB TYPE: Full-time/Permanent

CLASSIFICATION: Level 3, Welfare Rights Centre Ltd Enterprise Agreement 2008

REPORTS TO: Principal Solicitor

PURPOSE OF THE POSITION:

The Intake Officer's primary role is to implement the Centre's client intake systems, including the advice intake line and website and email enquiries, and to recruit, train and support volunteers to do both intake and administrative work at the Centre, monitor the data entry in the Centre's database CLASS, and to maintain casework management systems.

MAIN DUTIES/RESPONSIBILITIES:

The duties and responsibilities of the Intake Officer are as follows:

1. Supervise the volunteers, and when there are insufficient volunteers, perform the following duties:
 - (a) triage calls in accordance with the Advice & Casework Policy;
 - (b) book appointments with solicitor/caseworkers;
 - (c) provide information and referrals;
 - (d) put urgent calls through to the rostered solicitor/caseworker; and
 - (e) basic administration and reception duties, including email management.
2. Provide to clients complex information and basic advice under supervision of a solicitor.
3. Check information, referrals and other information entered into CLASS for accuracy and completeness, correct any problems or raise issues with volunteers, staff members or at the staff or casework meetings.
4. Assisting with recruitment, rostering and induction of volunteers under supervision of Principal Solicitor.
5. Rotate with the Office Administrator the performance of reception duties, including supervision of volunteers performing reception duties.

6. Supervise volunteers to open and close case files in accordance with the Advice & Casework Procedures, and perform this function when there are insufficient volunteers.
7. Prepare agendas for and take minutes at the Centre's casework meetings.
8. Run CLASS reports for staff, casework and Board meetings and for checking completeness and accuracy of entries made by staff into CLASS.
9. Supervise the Intake Assistant as required.

QUALIFICATIONS & EXPERIENCE:

No qualifications are required but the Intake Officer must have at least six months' experience volunteering or working:

- in a community legal centre; OR
- in an organisation where s/he was required to interact with socially and economically disadvantaged people.

SELECTION CRITERIA:

1. At least six months' experience volunteering or working in a community legal centre or in an organisation requiring interaction with social and economically disadvantaged people.
2. Ability to learn and apply established casework practice procedures.
3. Ability to supervise volunteers performing basic casework practice tasks, e.g. opening and closing case files.
4. Good organisation skills and ability to manage competing deadlines.
5. Good computer literacy skills.
6. Ability to supervise volunteers taking calls from clients and performing basic administration.
7. Good oral and written communication skills.
8. Ability to work independently and as part of a team.
9. Demonstrated commitment to achieving social justice.
10. Desirable: Legal experience.