



**Redfern  
Legal  
Centre**

**Position Description  
Client Intake Supervisor**

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**Sydney based  
Permanent, full time with part time considered  
Aboriginal or Torres Strait Islander identified role  
Supervision: Intake Manager**

## **1. Redfern Legal Centre**

Redfern Legal Centre is a non-profit community legal centre that promotes social justice and creates change. We provide free legal advice, legal services and education to people experiencing disadvantage in New South Wales. We drive innovation and change through policy and law reform work to address inequalities in the legal system, policies and social practices that cause disadvantage.

We provide effective and integrated free legal services that are client focussed, collaborative, non-discriminatory and responsive to changing community needs - to our local community as well as state-wide. Our specialist legal services focus on tenancy, credit, debt and consumer law, financial abuse, employment law, international students, First Nations justice, police accountability, and provide outreach services including through our health justice partnership.

## **2. Position Overview**

This is a dynamic, client and volunteer focused role that involves close supervision of law student volunteers and working with potential clients of Redfern Legal Centre. The Client Intake Supervisor oversees the legal triage, intake and referral activities of intake at Redfern Legal Centre in a high volume and demanding environment. This includes supervising and mentoring law students, assisting people experiencing disadvantage to navigate the legal assistance sector and ensuring a culturally safe and welcoming environment is provided to clients and volunteers. Located in Redfern, Redfern Legal Centre works closely with First Nations organisations and clients. The Client Intake Supervisor is often the first RLC staff member that interacts with First Nations community members and potential clients.

The role involves being in the office at Redfern Legal Centre for a minimum of four days per week.

### **3. Position Responsibilities**

1. Ensure that intake is a culturally safe and welcoming environment for clients and volunteers, particularly for First Nations clients.
2. Supervise a high volume reception service delivered by law students to provide legal triage, intake and referrals to people experiencing disadvantage.
3. Ensure crucial elements of client intake are completed accurately such as conflict checking, applying a range of eligibility criteria depending on area of law/service, providing simple and facilitate referrals and booking interpreters.
4. Provide on-the-job training, support and supervision to law students on Redfern Legal Centre's policies, procedures and services.
5. Manage challenging situations with people contacting Redfern Legal Centre online, on the phone and face-to-face.
6. Prioritise, allocate and supervise law students to complete essential tasks for each shift.
7. Ensure accurate statistical records are maintained in multiple databases.
8. Attend staff meetings, supervisor meetings, WHS meetings and other meetings as required.
9. Ensure compliance with Work Health and Safety procedures.
10. Assist with general administrative tasks including maintaining stationary, forms, information sheets and leaflets.
11. Contribute to Redfern Legal Centre generally including through attendance at events, contributing to board and funding reports, meeting with stakeholders, and contribution to the Reconciliation Action Plan Working Group.

### **4. Knowledge, skills and experience**

#### **Essential**

1. Highly developed time management skills with the ability to prioritise work and achieve deadlines in a high pressure, demanding environment.
2. Experience working with First Nations people and people experiencing disadvantage and an understanding of how to provide an appropriate service that meets their needs, including through a trauma informed approach.
3. Excellent communication skills.
4. Sound Microsoft Office skills and familiarity with databases.
5. Experience supervising staff and/or volunteers.
6. Commitment to the objectives of Community Legal Centres.

#### **Desirable**

7. Familiarity with referral networks of the access to justice sector in NSW.

8. Experience working in a Community Legal Centre or other social welfare or legal service focused on social justice issues.
9. Experience providing an information and referral service.
10. A degree in law, social work or community development.

## **12. Conditions**

Salary and benefits: \$90,915.85 - \$110,891.28 p.a. (pro rata for part time) depending on qualifications and experience.

Superannuation and annual leave loading are paid in addition to this and salary packaging is available.

In addition to being a flexible workplace, Redfern Legal Centre offers a 35-hour working week, time in lieu options and a paid end of year closure of two weeks (including public holidays) on top of four weeks annual leave.

As a Public Benevolent Institution, Redfern Legal Centre is able to offer staff generous salary packaging options. The tax savings for a staff member choosing to take full advantage of the salary packaging option mean that their take home salary may be increased by up to \$6,000 per annum.

## **13. Applications**

**There is currently no closing date for applications – please apply as soon as possible. Please see the Redfern Legal Centre website (link to to job site here) for updates on any closing date.**

Your application should be no more than six pages long and should include a cover letter, your resume and must include responses to the selection criteria included in the job description. Please send your application to [recruitment@rlc.org.au](mailto:recruitment@rlc.org.au).

Non-lawyers employed by Redfern Legal Centre are required to comply with s 121 of the Legal Profession Uniform Law. Being an Aboriginal and/or Torres Strait Islander person is a genuine occupational requirement for this role under s 14 of the Anti-Discrimination Act 1977 (NSW). This position is intended as a special measure for the purposes of s 8(1) of the Racial Discrimination Act 1975 (Cth).

Inquiries should be directed to Cate Hewett on [catherine@rlc.org.au](mailto:catherine@rlc.org.au) .