



**Redfern  
Legal  
Centre**

**Position Description  
Social Worker: Intake**

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**Sydney based  
12-month contract, full time with part time considered  
Supervision: Chief Operations Officer**

## **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 our local area and statewide. 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 focused, 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**

The social worker will work collaboratively with the client intake supervisor to deliver trauma-informed legal intake triage services in a high volume and demanding environment. This role is an office-based role and involves being onsite.

Redfern Legal Centre's intake service is a dynamic, client and volunteer focused environment. The social worker will work with clients seeking legal advice and assistance and provide appropriate referrals to alternate or complementary services and social support. The social worker will mentor and supervise law student volunteers conducting triage and provide support and debriefing where appropriate.

Redfern Legal Centre works closely with First Nations organisations and clients and provides a culturally appropriate and accessible service to First Nations clients and communities.

Redfern Legal Centre works to continuously improve the service we provide to our clients and local community, and this role will have the opportunity to reflect upon and improve intake services in a collaborative manner with colleagues.

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ACN: 31 001 442 039

### **3. Position Responsibilities**

1. Ensure intake is a safe and accessible for clients and volunteers, particularly for First Nations people.
2. Work with the client intake supervisor and volunteer law students to provide legal triage, intake and referrals to people experiencing disadvantage.
3. Provide trauma-informed intake services to people contacting Redfern Legal Centre on the phone and face-to-face.
4. Support volunteers assisting with intake through de-escalation of, and debriefing of difficult situations.
5. Provide support and supervision to volunteer law students on Redfern Legal Centre's policies, procedures and services.
6. Accurately complete crucial elements of client intake such as conflict checking, applying a range of eligibility criteria, conduct client intake interviews, provide information and facilitate referrals.
7. Manage the bookings and rescheduling of appointments.
8. Ensure accurate statistical records are maintained in multiple databases.
9. Attend staff meetings, supervisor meetings, and other meetings as required.
10. Ensure compliance with Work Health and Safety procedures.
11. Assist with general office and administrative tasks including maintaining stationary, forms, information sheets and leaflets.
12. 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. Selection Criteria**

#### **Essential**

1. Professional qualifications in Social Work.
2. Professional registration or eligibility for registration (e.g. social worker membership to Australian Association of Social Workers).
3. Minimum 2 years' experience in a relevant sector/workplace.
4. Experience working in face to face settings with clients, assessing, triaging, and referring.
5. Highly developed time management skills with the ability to prioritise work and achieve deadlines in a high pressure, demanding environment.
6. Excellent written and oral communication skills, with the demonstrated ability to engage and communicate with people experiencing vulnerability, support services, government, and industry bodies.
7. Sound Microsoft Office skills and familiarity with databases.
8. Commitment to the objectives of Community Legal Centres.

#### **Desirable**

1. Experience working with clients who have legal matters impacting their wellbeing.
2. Demonstrated ability to work collaboratively in a multi-disciplinary team.
3. Experience working with First Nations communities and/or culturally and linguistically diverse clients, and a commitment to culturally safe practice.

## Conditions

Salary and benefits: \$94,344 - \$99,267 p.a. (pro rata for part time) depending on qualifications and experience.

Superannuation and annual leave loading are paid in addition to this and 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 may increase their take home salary by up to \$6,000 per annum.

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.

## Applications

**The closing date for applications is 19 August 2024**

Your application should be no more than six pages and must include:

- a cover letter;
- your resume; and
- a statement addressing the **Essential Knowledge Skills and Experience Criteria**

Please send your application to [recruitment@rlc.org.au](mailto:recruitment@rlc.org.au). Enquiries should be directed to Catherine Hewett, [catherine@rlc.org.au](mailto:catherine@rlc.org.au).

Redfern Legal Centre is a diverse and inclusive workplace that offers flexible working conditions and supports wellbeing. We strongly encourage applications by Aboriginal and/or Torres Strait Islander people and people with disability. We require job applicants to be fully vaccinated for Covid-19.

Non-lawyers employed by Redfern Legal Centre are required to comply with s 121 of the Legal Profession Uniform Law.