

**Redfern Legal Centre
Job Description**

Legal Support Officer – Financial Abuse Service NSW

Accountability	Chief Executive Officer
Supervision	Credit, Debt and Financial Abuse Team Leader
Last reviewed	September 2022
Scope	This document provides the broad parameters of the position and should be read in conjunction with the Annual Work Plan.

Preamble

Redfern Legal Centre promotes social justice through:

- providing free legal advice, legal services and education to disadvantaged people in New South Wales, and to groups who advocate for them
- participating in activities which reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on disadvantaged people.

Statement of Shared Philosophy and Values

To achieve its purpose, Redfern Legal Centre:

- is committed to reducing social inequities and systemic barriers to people enforcing their rights
- works with clients so they can assert their rights
- focuses on preventative measures
- seeks new and better ways of providing legal services to its clients
- is flexible in its service so that it remains responsive to changing community needs
- involves the community in its service operation and development
- strives to be non-discriminatory in its service delivery
- advocates for the public interest through issues which affect the wider community or significant sections of the community
- maintains its political independence
- uses its resources efficiently and effectively
- seeks excellence in its operation and accountability to its community and funders

Common staff responsibilities

RLC believes that all members of staff should contribute to the administration and development of the organisation. Along with all other staff, the worker may be required to:

- a) supervise and mentor student volunteers;
- b) undertake the carriage and conduct of the work of other staff during periods of leave;
- c) provide regular reports to management and staff meetings;
- d) assist with the general day to day administration of the Centre including office tidiness as required;
- e) attend and participate in team and staff meetings, policy and staff days;
- f) assist in the preparation of submissions and reports to funding bodies as required;
- g) liaise and network with other professionals in the area and participate in relevant community and legal sector forums as required;

- h) support the Centre in contact with the public, media, legal profession, funding bodies and other community sector organisations;
- i) attend RLC hosted functions out of hours such as volunteer or fundraising events;
- j) attend regular training and professional development as required;
- k) carry out such other duties as may be reasonably required by the Management of Redfern Legal Centre.

Specific Position Duties

The Legal Support Officer provides a range of client intake, clerical and administrative services to support the Financial Abuse Service NSW. This may include, but is not limited to, legal triage, intake and referrals, processing legal documentation, filing court documents, preparing correspondence, liaising with various stakeholders and the general public and other tasks to support the effective and efficient operation of the Financial Abuse Service NSW.

Client Intake, Information & Referrals

- Provide legal triage, intake and referrals to people who contact the Financial Abuse Service NSW via phone, email and webform.
- Answer the service's dedicated phone line during set hours.
- Apply eligibility criteria, provide simple and facilitated referrals, conduct conflict checks, book interpreters, book and manage client appointments, and ensure crucial information for client intake is collected and recorded accurately, such as how a client can be safely contacted.
- Ensure that intake is conducted in a culturally safe and welcoming environment for clients and referees.
- Establish and maintain positive relationships with stakeholders such as referring agencies and other legal and non-legal support services, including promoting the service and referral pathways.

Administrative duties

- Provide clerical, secretarial and administrative services as directed, including assisting with client file management and filing of court documents.
- Assist with the administration of the service's legal advice clinics, including liaising with volunteers and stakeholders regarding appointment schedules, access to documents and IT systems, and conflict checks.
- Maintain client information in the CLASS database to ensure client records are up to date and information can be readily obtained.
- Enter data and client information into the CLASS database and ensure consistency between the service's IT systems.
- Attend team meetings, as required.
- Help to create and update forms, information sheets, leaflets, manuals and other promotional resources for the service.
- Assist with surveying clients and volunteers.
- Provide training to new staff and volunteers on the client intake and administrative policies, procedures and IT systems of the Financial Abuse Service NSW.
- Assist in the preparation of reports, as required.
- Ensure compliance with Work Health and Safety procedures.

Review of Job Description

This job description shall not be varied without first being discussed with the worker. The worker may request of management and shall be granted a review of their job description at any time.

Last reviewed September 2022