

POSITION TITLE:	Receptionist		
REPORTS TO:	Administrative Services Manager		
PROGRAM AREA:	Civil Justice	LOCATION:	Melbourne
CLASSIFICATION:	VLA2	POSITION TYPE:	Ongoing

POSITION SUMMARY

To provide high quality reception services to Victoria Legal Aid, serving as the first point of contact with visitors and clients and video conferencing bookings and to answer the main Victoria Legal Aid telephone line.

RESPONSIBILITIES

1. Respond professionally to over the counter and telephone inquiries from a range of people including the legal profession, community groups and members of the public.
2. Coordinate access to video conferencing facilities including links between VLA, country and metropolitan prisons and the private profession.
3. Accurately refer, either internally or externally, members of the public requesting legal assistance using the agreed model and referral recording systems.
4. Maintain reception, waiting area and client interview rooms and ensure that VLA resources are available.
5. Maintain secure and effective client services in a confidential and sensitive environment.
6. Maintain accurate systems for client contributions, caveat, appointment bookings, and deliveries.

KEY SELECTION CRITERIA

1. Demonstrated ability to appropriately communicate in person or on the telephone in a complex, confidential and sensitive environment.
2. Ability to work under pressure and cope with a high volume of telephone and counter enquiries.
3. Sound interpersonal skills and the capacity to communicate with clients who are socially and economically disadvantaged.
4. Ability to learn new systems and processes to ensure a sound understanding and working of VLA.
5. Proficient administrative and computer skills including the ability to use applications to search for provide and record referrals and manage data systems.
6. Demonstrated ability to work independently with limited supervision and work collaboratively as part of a team.

QUALIFICATIONS/ EXPERIENCE

- Experience in customer service environment or as a receptionist (highly desirable).

OTHER RELEVANT INFORMATION

- To be eligible to apply for this position you must be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa.
- You may be required to consent to a police check. Please note that people with criminal records are not automatically prevented from applying for this position and each application will be considered on its merits.
- From time to time you will be required to travel between various office locations to deliver quality services to our clients or for professional development.

ORGANISATIONAL CONTEXT

VLA provides legal aid services to members of the community both in-house and through contracted private lawyers. Our services include duty lawyers at courts, legal representation on individual cases, legal information and community legal education. Our in-house practice is divided into four programs: Criminal Law, Family Law, Civil Justice and Access and Equity. It is one of the largest legal practices in Victoria employing 270 plus lawyers across the State. As well as its legal work, VLA conducts research into and makes submissions concerning legal aid and law reform issues.

OUR VISION & VALUES

Our vision

A fair and just society where rights and responsibilities are upheld.

Our purpose

To make a difference in the lives of our clients and for the community by:

- resolving and preventing legal problems.
- encouraging a fair and transparent justice system.

Our values

Fair

We stand up for what is fair.

We aim to be fair when making choices about who and how we help people.

Care

We care about our clients and the community in which we live.

We look out for and take care of each other.

Courage

We act with courage backed by evidence about what is best for clients and the community.

We act with courage to be the best we can be.

VLA is an Equal Opportunity Employer and is committed to promoting a diverse and inclusive workforce. We encourage people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people, to apply for positions within our organisation. We will make reasonable adjustment where possible for people with disabilities.

Position Description authorised by Acting Resourcing Manager.



Signed:

Date: 3 May 2018.