

POSITION TITLE:	Legal Help Officer		
REPORTS TO:	Senior Lawyer, Legal Help		
PROGRAM AREA:	Access and Equity	LOCATION:	Melbourne
CLASSIFICATION:	VLA3	POSITION TYPE:	Maximum Term Contract and Casual

POSITION SUMMARY

1. Provide accurate, responsive and high quality legal help to the community by:

- (a) diagnosing legal problems
- (b) assessing priority client factors
- (c) providing legal information on a wide range of legal areas
- (d) providing referrals to legal and non-legal services.

This position does not require you to provide legal advice and does not involve any ongoing case work or court advocacy.

RESPONSIBILITIES

1. Facilitate access to justice and VLA services by assessing, triaging, informing and referring in relation to a wide range of legal matters on the telephone, web and in person.
2. Ensure that legal information and referrals are accurate, communicated clearly and delivered in a timely manner.
3. Ensure a minimum case load by meeting key performance indicators and call targets, whilst adhering to the Legal Help Service Model guidelines and referral protocols.

KEY SELECTION CRITERIA

1. Practical knowledge of law and procedure gained from experience in a legal environment.
2. Demonstrated high level legal diagnostic and problem solving skills to accurately assess and address client needs.
3. High level communication and interpersonal skills, including good telephone skills.
4. Proven ability to work under pressure with maturity and resilience, deal with challenging clients with complex needs and cooperate in a team environment.
5. Knowledge of legal, community and welfare organisations, and an understanding of good referral practice.
6. Ability to simultaneously provide legal help via VLA's Skype telephone technology, while using computer applications and online legal resources with accuracy and precision.

QUALIFICATIONS/ EXPERIENCE

- Tertiary qualification in law and/or experience in a legal environment (mandatory).
- Fluency in English (mandatory).
- Fluency in a language other than English (highly desirable).
- Experience in a contact centre environment (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.
- Legal Help utilises a fully web-based telephone system, which means you may be permitted to work in non-VLA locations to deliver services to our clients (only by agreement with VLA in accordance with our policies and procedures).
- There may also be instances where you may be rostered on to provide in person triage in the Court environment and to members of the public who visit VLA offices in person seeking Legal Help services (not applicable for casual roles).

ORGANISATIONAL CONTEXT

As part of the Access and Equity program, VLA's Legal Help service is the key telephone entry point for Victorians seeking legal assistance. The aim is to provide an accessible, holistic triage, intake and referral service which ensures that people are not put on a 'referral roundabout'. Legal Help assists over 132,000 Victorians over the telephone each year, providing information, legal advice and referrals on a wide variety of legal issues. This service is provided in English and around 20 other key languages (as well as using the Telephone Interpreter Service). In addition, Legal Help provides the phone response for Disaster Legal Help Victoria.

Legal Help operates as a contact centre, using cloud-based software. This offers greater flexibility of location for staff and extra channels for callers, including a proposed 'legal webchat' channel.

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.

OUR VISION & VALUES

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 Indigenous Australians and people from culturally diverse backgrounds to apply for positions within our organisation. We will make reasonable adjustment where possible for people with disabilities.

Position Description authorised by Resourcing & Remuneration Manager.



Signed:

Date: 15 September 2017