



WESTERN COMMUNITY LEGAL CENTRE LTD
Administrative Assistant Position Description

Job Title	Administrative Assistant
General	
Vision	WEstjustice believes in a just and fair society where the law and its processes don't discriminate against vulnerable people, and where those in need have ready and easy access to quality legal education, information, advice and casework services.
Purpose	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage. The Administrative Assistant will provide reception and administrative support, in order to ensure effective service delivery by the Centre (across multiple sites and programs).
Reports to	Director Operations
Term	See Contract
Scope	You will be assigned to the Operations Team for general supervision and support but will be provided with the opportunity to work across other programs and projects based on service requirements.
Key Responsibilities/Expectations	
	<ul style="list-style-type: none"> • Provide reception services including answering calls and attending to clients (remotely and in person) and provision of information about the Centre's services • Refer clients to appropriate legal and other services • Schedule appointments • Timely entry of client data into client database and use of database reporting function to provide teams with prompt and accurate data reports • Support the orderly administrative and office e-filing and hard-copy filing systems • Provide general office and administrative support to all staff including photocopying, processing mail, booking interpreters and following up calls • Assist lawyers with legal administrative support as directed (eg. ATLAS applications, minutes) • Contribute to internal WEstjustice working groups and external networks and steering committees • Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalized groups • Other related work as directed.
Qualifications & Skills	
Key Selection Criteria	Mandatory <ol style="list-style-type: none"> 1. Relevant experience in an administrative role – including use of Microsoft Office Suite and client database software 2. Sound organisational, time management and planning skills including

	<p>the ability to prioritise tasks and manage competing demands under pressure</p> <ol style="list-style-type: none"> 3. Quick learner 4. Highly developed active listening and communication skills including the ability to empathise and manage sometimes challenging clients 5. Exceptional interpersonal skills and professional telephone manner 6. Excellent verbal and written communication skills 7. Flexible, performance-oriented and proactive attitude with ability to work unsupervised and as part of a team 8. High level of accuracy and attention to detail 9. Interest in and commitment to the work of the Centre in promoting social justice and the rights of the disadvantaged and vulnerable 10. Understanding of and commitment to WEstjustice’s Vision, Purpose, Strategic Plan and Impact Areas <p>Desirable</p> <ol style="list-style-type: none"> 11. Experience in a fast-paced legal environment (eg. community legal centre, legal aid and/or private law firm) or not-for-profit community organisation 12. Experience supporting the data needs relating to measurement and evaluation frameworks.
--	--

*Last Reviewed: July 2021
Next Review: July 2022*