



# ATSILS

Aboriginal and  
Torres Strait Islander  
Legal Service (Qld) Ltd



## POSITION DESCRIPTION – PD033

### Client Services Co-ordinator

*Full Time or Part Time Job-Share, Fixed Term  
for Aboriginal and/or Torres Strait Islander Candidates.*

#### A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY

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##### About us

The Aboriginal and Torres Strait Islander Legal Service (Qld) Limited (ATSILS) is a not-for-profit, community-based organisation that delivers innovative, professional, criminal, civil and family law services and early intervention projects to Aboriginal and Torres Strait Islander clients throughout Queensland.

Established in 1972, ATSILS has grown to 25 offices with approximately 260 staff strategically located across Queensland. We also operate specialist Through Care, Community Legal Education, Law Reform and Coronial Enquiries services to supplement our primary legal services across many of our regions.

**Our Vision** is to lead in the delivery of innovative and professional legal services.

**Our Mission** is to deliver quality legal assistance services, community legal education, and early intervention and prevention initiatives which uphold and advance the legal and human rights of Aboriginal and Torres Strait Islander people.

##### Purpose of the role

Under the direct guidance of senior staff, (including the Regional Manager where appointed) provide professional, friendly, and culturally sensitive services to staff, clients and visitors.

A major component of this role involves co-ordinating a busy switchboard and reception area. It means being the first point of contact for our clients and their families, stakeholders and all visitors to our office.

##### Opportunity

In addition to working in a dynamic office environment, opportunity also exists when core duties are mastered, to proceed further in Administration and Court Support Officer work.

You will also have the opportunity to develop networks within and outside the organisation to assist in the efficient and seamless delivery of our services to our clients and their families.

#### B. REPORTING STRUCTURE

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Duties are performed under the ultimate guidance and direction of the Chief Executive Officer (CEO), with regular reporting to the Chief Financial Officer (CFO), and where applicable, local reporting to the Regional Manager (also a Legal Practitioner).

## C. SELECTION CRITERIA

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### ESSENTIAL CRITERIA (6)

1. **Values:** alignment to the values and vision of ATSILS and an appreciation of, and sensitivity to the challenges our clients have faced, and continue to face, in their fight for and their right to justice and equity.
2. **Qualifications: Certificate III in Business/Customer Service:** or equivalent is essential. Two-three years' full-time experience working in a professional services office environment as a Receptionist or Client Services Officer is essential in the large offices (Brisbane, Cairns and Townsville) with two years' experience in the other regional offices where this role is available. Experience in providing services to Aboriginal and/or Torres Strait Islander clients and families is highly regarded.
3. **Client service and data management:** have the capacity to provide a friendly, culturally competent service at Reception using a multi-line phone system and being thorough in completing multiple tasks. Also have a positive and helpful approach to compliance, safety and security. Ability to show initiative and to prioritise competing responsibilities is well regarded.
4. **Document production:** capacity to complete online documents for lodgement, or the ability to rapidly gain the knowledge of completing online applications, type correspondence and familiarity with Microsoft Word, Excel, Internet browsers and operation of postage systems. A minimum typing standard of 35 words per minute, 98% accuracy required; Microsoft Word experience may be important.
5. **Experience:** in providing practical operational support in a medium sized office (up to 40 staff), including dealing with clients, visitors, service providers, incoming and outgoing calls, mail, ordering and monitoring supplies and phone use, arranging repairs and cleaning services.
6. **Identification, security and safety:**
  - a willingness to undergo a **Criminal Record Check to achieve and retain a National Police Certificate** (Australia-wide Disclosable Criminal History).

Candidates may be required to disclose misconduct (criminal convictions, prosecution investigations etc.,) that prevent an ATSILS Security clearance in relation to any conviction for fraud or other dishonesty related offences. To this end, a preferred candidate must be prepared to consent to a criminal history check being conducted (if requested). Note: A criminal history does not preclude selection for interview, and a preliminary check can be discussed with the HR Manager after a candidate has been shortlisted for interview.
  - be an **Aboriginal and/or Torres Strait Islander person** who identifies and is recognised as such within the community from which he or she originates or currently resides. ATSILS claims exemption under the *Queensland Anti-Discrimination Act*, Sections 25 (Genuine Occupational Requirement) and 104 (Welfare) in the identification of this role for Aboriginal and Torres Strait Islander employees.

### DESIRABLE CRITERIA (4)

1. Current First Aid Certificate and/or Workplace Safety training or Emergency Services qualifications.
2. Database entry and reporting skills highly regarded.
3. Qualifications in Business Administration, Information Technology, Communications, Justice, Advocacy, Aboriginal and/or Torres Strait Islander Community Development, or current enrolment.
4. Experience in an Aboriginal and/or Torres Strait Islander service.

Please apply at <http://www.atsils.org.au/job-vacancies>, writing up to 150 words for each criterion.


## D. CORE DUTIES

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1. Provide a respectful, professional customer service experience for all visitors to our office.
2. Perform duties of Receptionist including operating the office switchboard and taking messages for staff members who are away at court, or in meetings, or on leave.
3. Assist the Regional Manager or Chief Financial Officer in liaising with suppliers for maintenance of all office equipment, replacement of parts or providing monthly readings of usage of all office equipment.
4. Prepare and lodge online applications for Legal Aid with Legal Aid Queensland.
5. Undertake collection and processing of reception-based transactions including incoming and outgoing office mail and updating and maintaining of postage records, and as directed record enquiries/interactions/referrals data.
6. Assist supervisors in the presentation and safety of client service areas such as reception waiting areas, interview rooms, brochure and poster display information for entrances and exits.
7. Perform other finance and administration duties as required by the **CFO and (where applicable) the Regional Manager**. This may include providing document production services for legal briefs, court records, client file notes and labels, witness statements, or other responsibilities as directed.

## E. TEAM, COMMUNICATION AND QUALITY IMPROVEMENT DUTIES

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1. **Undertake study or training** which might be determined by the CEO and contribute to the professional development of other team-members as required.
  2. **Take part in workplace health and safety** compliance; support other team members to do the same and ensure compliance with outreach and community safety procedures.
  3. **Contribute to a supportive team environment**, through various workplace activities. This may include providing occasional court- related tasks.
  4. **Be prepared to work professionally in a variety of locations**, including any approved home office or secure public facility and as approved by your supervisors.
  5. **Participate in annual appraisal of own work**; and attend and document regular supervision sessions with the staff to whom you report, achieving a satisfactory work performance and conduct in accordance with the ASTILS Code of Conduct.
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## F. CORE COMPETENCIES

Performance as our **Client Services Co-ordinator** will be evaluated on the following facets:

- Ability to provide a respectful, culturally safe service to our clients and all visitors to the office;
- Ability to communicate in a clear, supportive, and professional manner with both internal and external parties, and ability to maintain confidentiality where required;
- Ability to work calmly under high pressure situations involving clients or family members presenting at our offices or calling in by phone;
- Reliability and accuracy in service delivery (including compliance to file management protocols and data reporting);
- Responsiveness and ability to exercise both initiative and compliance when dealing with workplace health and safety, asset protection and security;
- Respect for organisation policy and procedure.

## G. ATSILS Qld CONTRACT AND LOCATION

- This position attracts a remuneration package and conditions as per the ATSILS Contract. The starting gross salary range with qualifications and experience is from \$56,000 (plus superannuation and leave loading) and ranges well above this figure dependent upon experience and qualifications.
- Fixed Term Employment Contract to 30 June 2025 is funded.
- As a Public Benevolent Institution, our staff may opt to salary sacrifice a portion of their pre-tax salary up to a threshold set by legislation, reducing their taxable income in a given year.
- At ATSILS we offer structured professional development in conjunction with performance management, and study leave for approved work-related courses after a qualifying period.
- ATSILS adheres to the tenets of Equal Opportunity Employment.

**Location:** ATSILS offices where this role is offered: Beenleigh, Brisbane, Cairns, Charleville, Ipswich, Mount Isa, Rockhampton, Toowoomba and Townsville.

### Our values at ATSILS:

- We **Care** for the human and legal rights, safety and psychological well-being of our staff, clients and communities.
- We **Share** a common understanding of our clients' challenges and needs and strive to deliver quality and accessible legal services.
- We **Respect** the cultural diversity, values and beliefs of our clients and maintain their confidentiality in the delivery of legal services.

A variation of this role is available for some offices within the formal scope of a registered traineeship.

#### For further information please contact:

Human Resources Manager  
Aboriginal & Torres Strait Islander Legal Service (Qld) Limited  
(ATSILS) ABN: 11 116 314 562

**T:** (07) 3025 3888 **F:** (07) 3025 3800  
**E:** [careers@atsils.org.au](mailto:careers@atsils.org.au) **W:** [www.atsils.org.au](http://www.atsils.org.au)  
**A:** Level 5, 183 North Quay, Brisbane, Queensland, Australia  
**M:** PO Box 13035 George Street, Brisbane Qld 4003

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