

POSITION DESCRIPTION – PD052

Trainee Client Services Co-ordinator

Traineeship: Full Time, Fixed Term (12 months)

Aboriginal and/or Torres Strait Islander Candidates only*

A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY

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 24 offices with around 300 staff strategically located across Queensland. We also operate specialist Through Care, Community Legal Education, Law Reform and Coronial Enquiries programmes 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 and culturally safe services to staff, clients, and visitors to the organisation over a 12-month period.

A major component of this role involves assisting in the reception area and being a first point of contact for our clients and their families, stakeholders, and all other visitors to our office. The role must be supported by a signed training agreement to ensure the training (both on and off the job) leads to a qualification under the Australian Qualification Network.

Opportunity

Designed to add a practical and community-focused work experience to a traineeship in Administration, this role gives a work newcomer the opportunity to practice both routine and unexpected tasks in a team environment.


You will also be provided with the opportunity to put in practice skills learnt from attending a Registered Training Organisation's Certificate training or similar programme. This role is identified for Aboriginal and/or Torres Strait Islander candidates as the career pathway could include promotion to a Court Support Officer or Client Services role (which is an identified role). Note: The traineeship has no guaranteed promotional pathway to ongoing work.


B. REPORTING STRUCTURE

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 – Please respond to these in writing online if requested

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 and Eligibility:** ability to enrol in a full-time traineeship-relevant qualification such as **Certificate III in Business Administration** or Certificate III in Financial Services or Accounts Administration, is essential. A Queensland Certificate of Education is also required. (Traineeships are not available in the school-based mode with ATSILS, but students who were enrolled in a VETiS program may apply.) Your application will be excluded if you have achieved a higher qualification such as a Certificate IV or Diploma or Bachelor's Degree, are not a Queensland resident, or cannot meet other Eligibility criteria set by the Registered Training Organisation.
3. **Client service and data management:** have the capacity to provide a friendly, culturally safe service at Reception using a multi-line phone system and being thorough in completing different 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. Your friendly team approach will be a significant advantage.
4. **Document production:** capacity to complete online forms for lodgement or the ability to rapidly acquire the knowledge of completing online applications, type correspondence and familiarity with Microsoft Word, Excel, Internet browsers is required. A minimum typing standard of 30 words per minute, 97% accuracy is important.
5. **Reliability and confidentiality:** proven ability through regular attendance at school and other activities is required. Team-players demonstrating an interest in community and team spirit are more likely to be interviewed. *If you can give an example of how you have been entrusted with confidential or private information and maintained that secure position, this will be well regarded.*
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 criminal 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 automatically 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*, Section 25 (Genuine Occupational Requirement) and 104 (Welfare) in the identification of this role for Aboriginal and Torres Strait Islander employees.

DESIRABLE CRITERIA (2)

1. Current First Aid Certificate, Workplace Health & Safety Representative training or Emergency Services qualifications.
2. Database entry skills highly regarded, as is a keen interest in Information Technology.

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

D. CORE DUTIES

1. Provide a respectful and timely customer service experience for all visitors to our office.
2. Perform duties of back-up Receptionist including operating the office switchboard and taking messages for staff members who are away at Court, working offsite, in meetings, or on leave.
3. Provide a support service to the Legal Team on a case-by-case basis, and as directed, assist with client files.
4. Assist the Regional Manager or Chief Financial Officer in liaising with suppliers for the office supplies, equipment, and consumable items.
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, security, and safety of client service areas such as reception waiting areas, interview rooms, training rooms, brochure and poster display information and entrances and exits.
7. Perform other finance and administration duties as required by the CFO and Regional Manager.

E. TEAM, COMMUNICATION AND QUALITY IMPROVEMENT DUTIES

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. Complete weekly assignments, tasks, and online learning projects through the Registered Training Organisation in accordance with the role's purpose in a manner that does not overly disrupt team communications.
3. 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.
4. Contribute to a supportive team environment, through various workplace activities.
5. 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.
6. 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 ATSILS Code of Conduct.

F. CORE COMPETENCIES

Your performance will be evaluated on the following facets:

- Ability to provide a respectful, culturally safe service to our clients and all visitors to the office;
- Achievement of Traineeship goals, tasks, assignments and agreed qualifications;
- 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;
- Ability 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 ATSILS policy and procedure.

G. ATSILS Qld CONTRACT AND LOCATION

- This position falls under the umbrella of the Social, Community, Home Care and Disability Services Industry Award with a remuneration package and conditions as per the ATSILS Contract. The starting gross salary range with qualifications and experience is from \$33,000 (plus superannuation and leave loading) to \$48,000, dependent upon experience since completing Queensland Education Certificate.
- Fixed Term Employment Contract of twelve (12) months will be offered. A further Offer of Employment will be considered should a vacancy arise and subject to performance review and Chief Executive Officer approval.
- As a Public Benevolent Institution, employees may opt to salary sacrifice a portion of their pre-tax salary up to a threshold set by legislation, thereby 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, and Mount Isa.

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.

For further information please contact:

Human Resources Manager

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