



**DAREBIN COMMUNITY LEGAL CENTRE INC.**  
**ABN 89 024 520 609 Reg. No. A0017302L**

## **Front Office Volunteer - Position Description**

The front office is a busy environment and is the coal face of our organisation. It is the first point of contact for all clients and triages legal matters, provides over the phone information and referrals to community members and assists with information flow to and from external agencies. Your role will be to take incoming calls, provide information and referrals, make appointments, perform data entry tasks and assist the Front Office Coordinator and Client Services Officer.

### **Hours of Work:**

The office is open Monday to Thursday from 9:30am – 4:30pm (closed for lunch between 1-2pm)

**Morning Shift:** 9:30am – 1:00pm

**Afternoon Shift:** 1:00pm – 4:30pm

Volunteers are only expected to commit to one shift per week, however they may elect to work more than one shift.

### **Supervision:**

Front Office Coordinator and Client Services Officer.

### **Duties:**

This position has a strong client focus. It requires data entry and administrative skills and a knowledge of community services. Tasks may include:

- Dealing with client enquiries appropriately, both over the phone and face-to-face.
- Listening to clients' issues and making appropriate referrals and appointments.
- Contacting clients regarding their appointments.
- Preparing blank client files and processing closed files.
- Typing documents when required.
- Supporting staff in other administrative tasks.
- Maintaining office filing systems.
- Ordering pamphlets and checking displays.
- Updating community referrals lists.
- Archiving documents.
- Carrying out general administrative duties as requested.

**279 Spring Street, RESERVOIR VIC 3073 Tel: 9484 7753 Fax: 9484 9442**

**Email: [enquiries@darebinclc.org.au](mailto:enquiries@darebinclc.org.au)**

TO EMPOWER AND SUPPORT OUR COMMUNITY · LEGAL ADVICE · ADVOCACY · INFORMATION

**It would be an advantage to have:**

- An ability to communicate effectively and deal with people from a variety of cultural backgrounds.
- Word processing skills.
- Some knowledge of the community in which DCLC operates, including agencies and referral points available to clients.
- A second language is considered beneficial, but is not essential.

All Darebin Community Legal Centre workers are required to agree to the aims and objectives of the service and abide by the Centre's Code of Conduct.

**It is important at all times to:**

- Maintain confidentiality and privacy of client information.
- Report any incidents that may be of concern, eg complaints, Occupational Health and Safety issues and security risks.
- Report any grievances to supervisory staff.
- Adhere to DCLC's conflicts of interest policy.
- Adhere to DCLC's policies and procedures.

**Reviews:**

Volunteers are required to take part in ongoing reviews. After 8 weeks of working on the front desk volunteers may be required to meet with the Coordinator of Volunteers to discuss progress and training.

**Pathways:**

This position does not lead directly to other volunteer opportunities at the Centre. If an applicant wishes to participate in another program they may apply for a position if and when it is advertised.

**Commitment:**

Once per week for a minimum of six months.

**Questions:**

Tell us a bit about yourself:

1. Why do you want to volunteer at the Darebin Community Legal Centre?
2. What does Social Justice mean to you?
3. How did you hear about the Centre?
4. Do you have any relevant skills or experiences?

**279 Spring Street, RESERVOIR VIC 3073 Tel: 9484 7753 Fax: 9484 9442**

**Email: [enquiries@darebinclc.org.au](mailto:enquiries@darebinclc.org.au)**

TO EMPOWER AND SUPPORT OUR COMMUNITY · LEGAL ADVICE · ADVOCACY · INFORMATION