

<b>POSITION TITLE:</b>	Administrative Services Officer		
<b>REPORTS TO:</b>	Administrative Services Manager, Family Dispute Resolution Service		
<b>PROGRAM AREA:</b>	Family Youth and Children's Law Services	<b>LOCATION:</b>	Melbourne
<b>CLASSIFICATION:</b>	VLA2	<b>POSITION TYPE:</b>	Maximum term

## POSITION SUMMARY

To provide high quality reception and customer service to clients, staff and external stakeholders.

To provide secretarial and administrative support to professional and support staff within the Family Dispute Resolution Service (FDRS).

## RESPONSIBILITIES

1. Conduct general receptionist duties including operating switchboard telephone systems, greeting clients, Victoria Legal Aid (VLA) staff and external users of FDRS and setting up and clearing of conference rooms.
2. Coordinate appointments, conferences and documentation for clients using the FDRS facilities.
3. Liaise and communicate with organisations and clients including providing information on referral options and VLA policies and procedures.
4. Provide general administrative and secretarial support to the FDRS program staff including data entry, word processing, editing and proof reading, filing and file management.
5. Assist in identifying opportunities for process improvement to enhance the administrative work practices of the FDRS team.
6. Assist with general planning and organising of ad hoc meetings and events including internal and external training and community legal education activities.

## KEY SELECTION CRITERIA

1. Highly developed computer skills within a legal practice and/or social services environment and a demonstrated ability to adapt to changes within a computer based working environment.
2. Demonstrated secretarial and administrative skills and experience.
3. Highly developed interpersonal and communication skills to ensure that clients and other members of the public from diverse social and cultural backgrounds receive efficient and effective delivery of services.
4. Proven ability to work effectively in a team.
5. Demonstrated organisational skills including the ability to prioritise workloads and to work under pressure.

## QUALIFICATIONS/ EXPERIENCE

- Administrative experience in the legal or social services sectors (highly desirable)
- Secretarial or office administration qualifications (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.
- If you do not hold a current Australian practising certificate, you will be required to disclose to VLA if you are a *disqualified person*, or have been *convicted of a serious offence* as those terms are defined in the *Legal Profession Uniform Law* (Victoria).
- You will be required to undergo or hold a current Working with Children Check.
- From time to time you will be required to travel between various office locations to deliver quality services to our clients or for professional development.

## ORGANISATIONAL CONTEXT

The Family Youth & Children's Law Directorate of VLA is one of three practice programs (the others being Criminal Law and Civil Justice, Access & Equity), and is responsible for the delivery of services across six sub-programs:

- Family Dispute Resolution Service
- Child Protection
- Child Support
- Family Law Advice & Litigation
- Family Violence
- Independent Children's Lawyers

Family Dispute Resolution Service (FDRS) is Victoria Legal Aid's (VLA's) family dispute resolution service. FDRS is a multidisciplinary, best practice, high volume service in a legal aid setting. The service is delivered collaboratively with clients and lawyers to offer a comprehensive case managed, child focused outcome for families in dispute.

While the service operates across the state, FDRS staff operate from the Melbourne office.

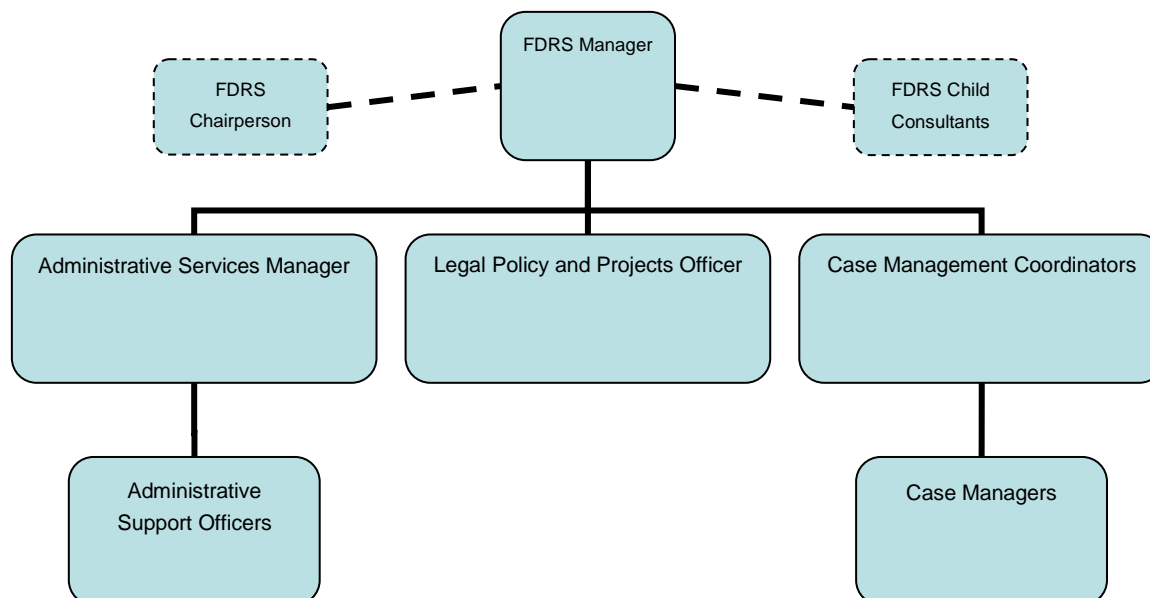
The FDRS Manager is responsible for the program. Two Case Management Coordinators, a Legal Policy and Projects Officer and an Administrative Services Manager report to the FDRS Manager who is also responsible for managing external chairpersons and child consultants.

The Case Management Coordinators manage the operational performance of FDRS's case management section. The case managers assess matters for suitability for family dispute resolution and provide professional support to clients before and after their FDRS conference.

The Administrative Services Officers report to the Administrative Services Manager. The Administrative team as a whole supports the operation of the FDRS service and covers FDRS reception. Reception hours from 8.45 am to 5.15 pm Monday to Friday.

## ORGANISATIONAL CONTEXT

### Organisational Flow Chart



## 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.

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:* 16 February 2016