

# WEstjustice

<b>Job Title</b>	<b>Receptionist</b>
<b>General</b>	
<b>Vision</b>	WEstjustice believes in a just and fair society where the law and its processes don't discriminate against people, and where those in need have ready and easy access to quality legal education, information, advice and casework services.
<b>Purpose</b>	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
<b>Reports to</b>	Office Manager
<b>Term</b>	Fixed Term
<b>Scope</b>	You will be assigned to the Operations Team for general supervision and support, and as required there may be opportunities to work with other programs and projects based on service requirements.
<b>Classification &amp; Pay Points</b>	<p>Classification: Level 2            Pay: \$68,007 pa (\$34.42ph) to \$74,199 pa (\$37.55ph)</p> <p>Salary range commensurate on experience            Classification under the Victorian Community Legal Centres Multi-Enterprise Agreement 2024-2027</p> <p>Westustice pays 3% above the SCHADs award</p>
<b>Work Type</b>	Full Time, office based
<b>Location</b>	TBC in Sunshine VISY Hub office or Werribee office
<b>Key Responsibilities/Expectations</b>	
	<ul style="list-style-type: none"> <li>• Provide reception services including answering calls and attending to clients (remotely and in person) and provision of information about the Centre's services</li> <li>• Refer clients to appropriate legal and other services</li> <li>• Schedule appointments</li> <li>• Maintain reception, waiting area and meeting rooms</li> <li>• Maintain secure and effective client services in a confidential and sensitive environment</li> <li>• Build relationships with internal stakeholders to better understand and support program objectives and outcomes</li> <li>• Ensure processes relating to client meetings, appointments and deliveries are managed effectively with guidance and support from the Office Manager</li> <li>• Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalized groups</li> <li>• Other related work as directed.</li> </ul>
<b>Qualifications &amp; Skills</b>	

**Western Community Legal Centre Ltd.**

**Werribee office** Level 8 Watton St, Werribee, Vic, 3030 **Sunshine office** – Level 7, Clarke St, Sunshine, Vic, 3020 **Sunshine Visy Hub** – 80b Harvester Road, Sunshine, Vic, 3020 ABN 72604 181071 ACN 60418071

<p><b>Key Selection Criteria</b></p>	<p><b>Mandatory</b></p> <ol style="list-style-type: none"> <li>1. Relevant experience in an administrative role – including use of Microsoft Office Suite and client database software</li> <li>2. Sound organisational, time management and planning skills including the ability to prioritise tasks and manage competing demands under pressure</li> <li>3. Quick learner</li> <li>4. Highly developed active listening and communication skills including the ability to empathise and manage sometimes challenging clients</li> <li>5. Exceptional interpersonal skills and professional telephone manner</li> <li>6. Excellent verbal and written communication skills</li> <li>7. Flexible, performance-oriented and proactive attitude with ability to work unsupervised and as part of a team</li> <li>8. High level of accuracy and attention to detail</li> <li>9. Interest in and commitment to the work of the organisation in promoting social justice and the rights of disadvantaged and vulnerable people</li> <li>10. Understanding of and commitment to WEstjustice’s Vision, Purpose, Strategic Plan and Impact Areas</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>11. Experience in a fast-paced legal environment (e.g. community legal centre, legal aid and/or private law firm) or not-for-profit community organisation</li> <li>12. Experience supporting the data needs relating to measurement and evaluation frameworks</li> <li>13. Prior reception experience</li> </ol>
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*Last Reviewed: June 2024  
Next Review: June 2025*