

WESTERN COMMUNITY LEGAL CENTRE LTD

Position Description

Job title	Receptionist
General	
Vision	Fairness, Safety and Justice for Melbourne's West.
Purpose	We deliver targeted services and drive meaningful change.
Reports to	Office Manager
Term	Fixed Term
Scope	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.
Work type	Full Time, office based
Location	Sunshine VISY Hub office / Werribee office
Key responsibilities/Expectations	
	<ul style="list-style-type: none"> • Provide reception services including answering calls and attending to clients (remotely and in person) and provision of information about the Centre's services • Refer clients to appropriate legal and other services • Schedule appointments • Maintain general office area including reception, waiting area, kitchens and meeting rooms • Maintain secure and effective client services in a confidential and sensitive environment • Build relationships with internal stakeholders to better understand and support program objectives and outcomes • Ensure processes relating to client meetings, appointments and deliveries are managed effectively with guidance and support from the Office Manager • Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalized groups <p>Other related work as directed.</p>
Qualifications & Skills	
Key selection criteria	<p>Mandatory</p> <ol style="list-style-type: none"> 1. Relevant experience in an administrative role – including use of Microsoft Office Suite and client database software 2. Sound organisational, time management and planning skills including the ability to prioritise tasks and manage competing demands under pressure 3. Quick learner 4. Highly developed active listening and communication skills including the ability to empathise and manage sometimes challenging clients 5. Exceptional interpersonal skills and professional telephone manner 6. Excellent verbal and written communication skills 7. Flexible, performance-oriented and proactive attitude with ability to work unsupervised and as part of a team

	<ol style="list-style-type: none"> 8. High level of accuracy and attention to detail 9. Interest in and commitment to the work of the organisation in promoting social justice and the rights of disadvantaged and vulnerable people 10. Understanding of and commitment to Westjustice's Vision, Purpose, Strategic Plan and Impact Areas <p>Desirable</p> <ol style="list-style-type: none"> 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 12. Experience supporting the data needs relating to measurement and evaluation frameworks 13. Prior reception experience
<p>Other relevant information</p>	<p>To be eligible for this position you must have current work Australian rights (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa).</p> <p>You must apply for and hold a current Working with Children Check. You may also be asked to undergo a National Police Check</p> <p>Your primary work location will be the Westjustice Werribee Office but may be required to work from our Sunshine Branches, or other locations as directed.</p> <p>You may be required to travel independently to, and work from, other regional and metropolitan locations, including at partner agencies, outreach services, courts, and tribunals, as required for service delivery from time to time.</p> <p>Westjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities. Westjustice is committed to being a culturally safe, responsive and respectful organisation. Our Reconciliation Action Plan (RAP) is integral to these objectives and will provide the framework for our reconciliation journey. You can view our RAP at https://www.westjustice.org.au/about-us.</p>

*Last Reviewed: June
2024 Next Review:
June 2025*