

**Position Description
Intake Officer**

Sydney based
Permanent, full time with part time considered
First Nations identified role
Supervision: Intake Manager

1. Redfern Legal Centre

Redfern Legal Centre is a non-profit community legal centre that promotes social justice and creates change. We provide free legal advice, legal services and education to people experiencing disadvantage in New South Wales. We drive innovation and change through policy and law reform work to address inequalities in the legal system, policies and social practices that cause disadvantage.

We provide effective and integrated free legal services that are client focussed, collaborative, non-discriminatory and responsive to changing community needs - to our local community as well as state-wide. Our specialist legal services focus on tenancy, credit, debt and consumer law, financial abuse, employment law, international students, First Nations justice, police accountability, and provide outreach services including through our health justice partnership.

2. Position Overview

The First Nations Intake Officer is a dynamic and people-focused role, requiring an understanding of the challenges faced by people experiencing disadvantage in our local catchment and statewide, and the diverse services offered by Redfern Legal Centre. The Intake Officer plays a critical role in ensuring that people who approach Redfern Legal Centre for assistance is provided a trauma-informed, respectful and culturally safe service. The First Nations Intake Officer will ensure that Redfern Legal Centre intake is culturally safe and trauma informed for First Nations people and communities.

Redfern Legal Centre intake is busy and diverse – providing intake for practices that are local and statewide to the community through webforms, phone and in person enquiries. The intake officer ensures that Redfern Legal Centre intake is best practice, trauma informed, effective and efficient. The intake officer supervises intake student volunteers to ensure intake practices are high quality, and directly provides intake services to the community either face to face or on the phone, and through webforms. The role involves working with clients from diverse backgrounds, and in particular First Nations clients, and staff and volunteers across Redfern legal Centre. This position is a frontline, in person, office-based position in Redfern.

3. Position Responsibilities

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Phone: (02) 9698 7277 **Web:** rlc.org.au **Email:** info@rlc.org.au

- Ensure Redfern Legal Centre intake for First Nations clients is trauma-informed, culturally safe and efficient.
- Supervise intake volunteers to provide best-practice intake services.
- Provide trauma-informed intake services to clients face to face, over the phone and through webforms.
- Ensure the accuracy of data being collected at intake, the application of eligibility criteria and provision of accurate referral information where appropriate.
- Contribute to Redfern Legal Centre through attendance at staff meetings, stakeholder events, contribution to board and funding reports, and to the effective implementation of our Reconciliation Action Plan.

4. Knowledge, skills and experience

Essential

- Be of First Nations descent and identify and be accepted as such in the community.
- Well-developed interpersonal, verbal and written communication and client management skills.
- Demonstrated ability in providing trauma-informed, effective and efficient intake services to clients with complex needs in challenging situations.
- Skills in MS Office software, the ability to capture and collate data accurately and contribute to reporting in client management systems.
- Demonstrated ability to work as part of a team, with a high degree of initiative and autonomy, and time management skills.
- Demonstrated ability to work with a range of people from diverse backgrounds, including clients, volunteers and other professional staff.
- A commitment to social justice and the values of Redfern Legal Centre.

Desirable

- Demonstrated experience in supervising volunteers.
- Experience working in a legal practice or community legal centre.
- Tertiary qualification in law, social work or casework.

5. Conditions

Salary and benefits: \$88,946.26 - \$102,741.85 p.a. (pro rata for part time) depending on qualifications and experience.

Superannuation and annual leave loading are paid in addition and generous salary packaging is available.

Redfern Legal Centre is a flexible workplace. We offer a 35-hour working week, time in lieu options, a paid end of year closure of two weeks (including public holidays) on top of four weeks annual leave, and generous study leave, parental leave and cultural leave.

6. Applications

Applications close **9am on Monday 13 October**.

Your application should be no more than six pages long and should include a cover letter, your resume and must include responses to the selection criteria included in the job description. Please send your application to recruitment@rlc.org.au.

Non-lawyers employed by Redfern Legal Centre are required to comply with s 121 of the Legal Profession Uniform Law. Being an Aboriginal and/or Torres Strait Islander person is a genuine occupational requirement for this role under s 14 of the Anti-Discrimination Act 1977 (NSW). This position is intended as a special measure for the purposes of s 8(1) of the Racial Discrimination Act 1975 (Cth).

Inquiries should be directed to Catherine Hewett on catherine@rlc.org.au .