

**Position Description
Intake Manager**

**Permanent full-time or part time
Supervision: Chief Operations Officer**

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 we provide outreach services including through our health justice partnership.

2. Position Overview

The Intake Manager 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 Manager plays a critical role in ensuring that every person who approaches Redfern Legal Centre for assistance is provided a trauma-informed, respectful and culturally safe service.

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 manager ensures that Redfern Legal Centre intake is best practice, trauma informed, effective and efficient. The intake manager supervises intake staff and student volunteers to ensure intake practices are high quality, and coordinates student training and rostering. The intake manager also 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 staff and volunteers across Redfern legal Centre. This position is a frontline, in person, office-based position in Redfern.

3. Position Responsibilities

- Manage Redfern Legal Centre intake to ensure it is trauma-informed, safe and efficient.

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- Supervise two intake staff and intake volunteers to provide best-practice intake services.
- Provide trauma-informed intake services to clients face to face, over the phone and through webforms.
- Liaise with the Principal Solicitor and practice leads to ensure accuracy in eligibility criteria, identification of any emerging trends and necessary changes to intake procedures.
- Manage the roster for intake volunteers and staff to ensure adequate coverage of intake by both staff and volunteers.
- Ensure the accuracy of data being collected at intake.
- Update and maintain intake policies and procedures.
- Contribute to a safe and effective working environment at Redfern Town Hall through contribution to the WHS committee and WHS procedures, liaison with building management and RLC management.
- 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

- 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 managing staff and volunteers.
- Experience working in a legal practice or community legal centre.
- Tertiary qualification in law, social work or casework.

5. Conditions

Salary and benefits: \$111,697.22 - \$119,065.32 p.a. (pro rata for part time) depending on qualifications and experience.

Superannuation and annual leave loading are paid in addition and 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.

As a Public Benevolent Institution, Redfern Legal Centre offers staff generous salary packaging options. The tax savings for a staff member choosing to take full advantage of the salary packaging option mean that their take home salary may be increased by up to \$6,000 per annum.

6. Applications

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

Redfern Legal Centre is a diverse and inclusive workplace. We strongly encourage applications from First Nations applicants, people from diverse cultural backgrounds and people with disability.

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.

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