

# Position Description

## Information and Intake Officer 2 positions

- Community Legal Centre
- Justice Advocacy Service

### POSITION DESCRIPTION

<b>Title</b>	Information and Intake officers <ul style="list-style-type: none"><li>- Community legal centre and</li><li>- Justice Advocacy Service</li></ul>		
<b>Role Purpose</b>	To respond to referrals, enquiries and requests for information received by the Community legal centre or Justice Advocacy Service. To complete Intake processes and transfer client matters to the appropriate staff		
<b>Reports To</b>	Community legal centre - Principal Solicitor Justice Advocacy Service - Coordinator Information and Intake		
<b>Direct Reports</b>			
<b>Hours</b>	Full time – 37.5 hours week		
<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>• IDRS Board</li><li>• IDRS Members</li><li>• IDRS Staff</li><li>• Volunteers</li></ul>	<b>External Relationships</b>	<ul style="list-style-type: none"><li>• People with cognitive impairment/Service Users</li><li>• Department of Justice and other government departments</li><li>• NSW Justice Agencies and staff</li><li>• Disability and mainstream services</li><li>• Community based organisations</li><li>• Indigenous community organisations</li><li>• External Network Contacts</li><li>• Legal Aid</li><li>• Private solicitors</li><li>• NSW Police</li><li>• Courts</li><li>• Victims Services</li></ul>

Key Result Areas (KRA)	<ol style="list-style-type: none"> <li>1. Reception duties</li> <li>2. Respond to enquiries</li> <li>3. Complete Intake Processes</li> <li>4. Data entry and reporting</li> <li>5. Reception Duties</li> <li>6. Administration support</li> <li>7. Contributing to a cohesive, reliable, high quality service</li> <li>8. Personal accountability</li> </ol>
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KRA	Key Tasks
Reception duties	<ul style="list-style-type: none"> <li>• Greet visitors to IDRS/JAS premises and link them to the appropriate staff person</li> <li>• Assist visitors with enquiries or requests for information</li> </ul>
Respond to enquiries/requests for information and services	<ul style="list-style-type: none"> <li>• Answer incoming phone calls</li> <li>• Refer incoming calls to the appropriate staff member/team or take accurate messages</li> <li>• Establish the caller's situation and what they are wanting/need from IDRS/JAS</li> <li>• Take time to listen and communicate clearly with callers</li> <li>• Provide information and resources to callers as needed</li> <li>• Make referrals including warm referrals and where necessary assist the caller to action the referral</li> <li>• Assess eligibility for IDRS/JAS service</li> <li>• Take relevant information and to facilitate IDRS/JAS service provision where appropriate</li> <li>• Ensure that urgent matters are responded to quickly and efficiently in accordance with service policies</li> <li>• Respond to email enquiries or refer to the appropriate staff member/service</li> </ul>
Complete Client Intake Processes for new referrals	<ul style="list-style-type: none"> <li>• Take referrals for IDRS/JAS services</li> <li>• Establish and record the client's details to facilitate effective and timely service provision</li> <li>• Enter data into data base as required by Intake procedures</li> <li>• Complete conflict checks</li> <li>• Ensure Intake information is transferred to the relevant staff member appointments are made to facilitate effective services</li> <li>• Ensure that urgent matters are transferred quickly and effectively in line with Intake procedures</li> </ul>

Data Entry and Processing	<ul style="list-style-type: none"> <li>• Enter information into relevant client data bases in an accurate and timely manner in accordance with guidelines</li> <li>• Produce data reports as required</li> <li>• Maintain up to date client and other records</li> </ul>
Administrative support	<ul style="list-style-type: none"> <li>• Provide administrative support to staff and volunteers as directed</li> <li>• Maintain office supplies</li> <li>• Filing and archiving client and other records</li> <li>• Make travel arrangements and book accommodation, venues</li> <li>• Manage incoming and outgoing mail and email enquiries</li> <li>• Support staff and volunteers to use administrative processes</li> </ul>
Contributing to a cohesive, reliable, high quality service	<ul style="list-style-type: none"> <li>• Display initiative, discretion and judgement in carrying out duties</li> <li>• Attend team meetings, training and events</li> <li>• Maintain a high level of respectful communication with staff, volunteers, IDRS service users and the public</li> <li>• Actively contribute ideas or concerns to facilitate continuous improvement of services</li> <li>• Participate in working groups, projects across IDRS</li> <li>• Work collaboratively with other IDRS services and projects</li> <li>• Attend IDRS events and activities as required</li> </ul>
Personal accountability	<ul style="list-style-type: none"> <li>• Comply with IDRS policies and procedures</li> <li>• Ensure client confidentiality</li> <li>• Undertake work practices in a safe manner in line with Workplace Health and Safety instructions, policies and procedures</li> <li>• Maintain and submit timesheet as required</li> </ul>