**POSITION DESCRIPTION**

**Title:** Intake Officer/receptionist

**Award /Classification:** Social, Community, Home Care And Disability Services Industry (SCHCADS) Award 2010 (Level 2)

**Job Status:** Part Time

**Responsible to:** Coordinator,Managing Solicitor and the HCLC Board of Management

**Summary of Duties:**

1. Provide telephone reception/intake of client details during Telephone Information Sessions (TIS), including; client intake, conflict checking, information and referrals to other services
2. Assist the Coordinator to train new administrative staff and volunteers on TIS requirements
3. Provide telephone reception at all other times
4. Assist the Coordinator to manage all aspects of the CLASS database, including but not limited to ensuring accurate data collection and entry, maintaining the CLASS database, preparing CLASS reports as required by the Coordinator, ensuring all CLASS requirements are met, and ensuring database is downloaded and backed up as necessary
5. Provide high level administrative assistance to professional staff , including but not limited to telephone reception, conflict checking, organising client appointments, file opening and closure, file maintenance, filing and archiving, recording incoming and outgoing mail, liaising with clients, diarising appointments and court dates and word processing where required
6. Assist the Solicitors to manage all outreach services including conflict checking, liaising with outreach locations, clients and staff
7. Assist the Coordinator in the sourcing, purchasing and maintenance of equipment, premises and facilities
8. Assist the Managing Solicitor in managing community legal education (CLE) projects, including liaising with external organisations, professional staff and other service providers to ensure the effective provision of CLE to the community
9. Assist the Coordinator to organise training for all staff
10. Record minutes for all staff meeting
11. Assist with organising venue, catering, invitations , RSVPs etc. for events such as:
	1. Social events
	2. Networking events
	3. Community events
	4. Governance and planning events
	5. Training events
	6. Any other events as required
12. perform such other duties as may be required from time to time by the Coordinator, the Managing Solicitor or the Board of Management
13. Comply with all policies and procedures of the Centre.