

POSITION DESCRIPTION

Designation:	Law Student Volunteers - Client Services
Duration:	12 months
Hours:	Four-hour shift once a week Monday to Friday from 9 am to 1 pm or 1 pm to 5 pm
Reporting to:	Client Services Coordinator
Date of Review:	February 2021

Caxton Legal Centre aims to:

- build a just and inclusive society in which diversity, civic responsibility and human rights are valued and promoted
 - advocate for the development of the law
 - assist and empower people who would otherwise be denied access to justice
 - educate the community about legal issues.
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Purpose of Position

We are seeking volunteer law students to work with Client Services by answering phone calls, booking appropriate appointments for and providing relevant referrals to people who contact the centre for legal advice. Student volunteers will also be responsible for providing general administrative support as required.

Volunteers are expected to be enrolled in a Bachelor of Laws program at a recognised Australian university or college, be highly motivated, resourceful and have the ability to work as part of a multidisciplinary team.

Essential Skills, Abilities and Qualities

- excellent verbal and written communication skills
- high level of computer literacy
- proficiency in client relations, including the ability to deal with queries (confidentially and tactfully where appropriate)
- attention to detail
- empathy in dealing with clients
- ability to prioritise and organise workflow
- ability to work in a multidisciplinary organisation of legal staff and social workers

Key Accountabilities

- attend to telephone, email and face-to-face client enquiries
- provide information about Caxton Legal Centre services and direct clients to the most appropriate service for their needs
- set appointments, update data records, enter statistics and maintain confidentiality
- provide appropriate referrals to other community legal centres, private legal professionals, government authorities, courts and tribunals
- assist with the administration of client files and preparation for client appointments

Organisational Duties:

- be aware of and comply with the centre's *Risk Management Guide*, policies and procedures
- attend volunteer induction and student volunteer meetings
- be aware of self-care principles and participate in professional clinical supervision
- undertake other duties as directed from time to time by the client services coordinator

Selection Criteria

Demonstrate that you:

1. are currently enrolled in a law degree at an Australian university or college, having completed at least four semesters of study or have other relevant experience
2. are committed to volunteer once a week for 12 months
3. have advanced interpersonal communication skills with the ability to liaise with a broad range of people in a variety of settings
4. have the ability to work collaboratively, problem solve and prioritise workloads
5. are committed to maintaining confidentiality
6. understand social justice and human rights.

To apply, please send your resume and a one-page cover letter addressing the selection criteria and explaining why you are interested in this role to karen@caxton.org.au by COB **Thursday 11 March 2021**.

When submitting your application via email, please use the subject line: [your surname], [your first name]:

Client Services 0221.

Only those successful in gaining an interview will be contacted.