

Tasmania Legal Aid

Receptionist – Statement of Duties

Objective

The position acts as first point of contact for the provision of services to Tasmania Legal Aid (TLA) clients. This includes:

- face-to-face assistance, telephone assistance as well as providing basic advice about TLA's services.
- facilitating the daily Advice Clinic and coordinating attendees of the Family Dispute Resolution conferences.
- data collection, verification and entry into TLA's client Management Systems.
- the direction of all telephone traffic and the provision of support and assistance to staff.

Duties

- As receptionist, act as first point of contact for telephone and counter enquiries.
- Direct enquiries or clients to the appropriate person or service within TLA or other relevant service provider.
- Process clients seeking face-to-face legal advice, attending for Family Law conferences or appointments, through TLA's Client Database.
- Arrange appointments with relevant staff.
- Maintain confidentiality and discretion while dealing with client's matters.
- Receive and provide for receipts for client contributions for legal representation.
- Provide mail functions, both incoming and outgoing, of the office as required.
- Provide advice and training to new employees in the position to facilitate back-up and leave support.
- Perform other administrative tasks as directed.

Level of responsibility

- Responsible for the effective and efficient delivery of services in accordance with the directions, policies and guidelines of TLA and within allocated resources and agreed timeframes.
- Expected to exercise initiative, discretion and sensitivity in the resolution of both routine and non-standard issues. Responsible for maintaining current knowledge of relevant departmental policies and procedures.
- Display initiative and flexibility in problem-solving whilst sharing the goals and commitments of TLA at all times.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.

- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- This position reports to the Advice & Legal Services Practice Manager.

Selection criteria

The following specific selection criteria must be addressed by candidates by describing their relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objective and duties can also be used to assist in addressing the selection criteria.

1. Superior communication skills together with a demonstrable ability to negotiate and liaise effectively with a wide range of people whilst maintaining confidentiality.
2. The ability to interpret and analyse information and to decide or recommend appropriate action.
3. Advanced keyboard skills and a high level of accuracy together with the ability to use computer based equipment and software in a modern office.
4. Well-developed organisational skills including the proven ability to set priorities, manage variable workloads and work either independently without direct supervision, or in a work team environment.
5. The capacity to exercise initiative, judgement and discretion in dealing with Tasmania Legal Aid clients.
6. Knowledge of the operations of Tasmania Legal Aid or the ability to acquire such knowledge.
7. A sound understanding or awareness of Tasmania Legal Aid, its goals and strategies and the proven ability to apply TLA's values in providing services to clients, stakeholders and the Tasmanian community.

Essential requirements

- Nil

Desirable requirements

- Nil

Position Summary

Title	Receptionist
Number	Generic
Award	Tasmania State Service Award
Classification	Band 2
Division	Justice and Reform
Full Time Equivalent	1.0 FTE
Output Group	Tasmania Legal Aid
Branch	Advice and Legal Services
Supervisor	Advice and Legal Services Manager
Direct Reports	0
Location	South
Position category and funding	T167
Content Manager Record Number	DOC/24/112670