

Position Description

Position: Legal Practice & Volunteer Coordinator

Reports to: Principal Solicitor

Hours: 30.4 hours per week (0.8 EFT), 1 year fixed term (maternity leave cover) commencing 13 January 2019

Classification: Level 5 under the SCHCADS Award

Location: Based at 214-218 Nicholson St Footscray

Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

ASRC Human Rights Law Program

The Human Rights Law Program (HRLP) is the ASRC's independent, not for profit Community Legal Centre. We provide free, expert legal advice and representation in relation to protection applications to people seeking asylum who are at risk of persecution and human rights abuses in their home country. The HRLP provides legal services at all stages of the refugee status determination system.

The key role of the Legal Practice & Volunteer Coordinator is to provide high level executive support to the HRLP to ensure efficient management of the legal practice. The role will involve development and improvement of quality office systems and administrative processes, and using initiative to assist the HRLP achieve efficient service delivery.

The other important element to the role is co-ordination of the program's volunteer base. The HRLP currently has over 200 active volunteers. As with all programs at ASRC, volunteers are fundamental to the operation of the HRLP.

Specific Duties

The Legal Practice & Volunteer Coordinator will be responsible for undertaking the following duties:

- Office administration and practice management of the HRLP administrative and operational functions including contributing to:
 - Community legal education initiatives, knowledge management project, legal research functions and legal network clinics
- Support Principal solicitor including with NACLC accreditation processes and legal practice policy improvement
- Liaise closely with other parts of the ASRC in relation to volunteer engagement and staff learning; IT and data systems and operations
- Development, maintenance and improvement of filing systems and office/business systems
- Volunteer coordination and management including:
 - Supervising the Legal Volunteer Administrator

- Develop volunteer position descriptions
 - Administer practical legal training (PLT) students and other internships in the HRLP,
 - Coordinating volunteer accreditation documentation and promotion of volunteers for awards
 - Providing feedback to volunteers on performance
- Review and maintain HRLP administration and volunteer procedures manuals including online learning systems (LEX)
- Liaise with funders for translation and interpreting services
- Ordering stationery and managing archiving requests

General Responsibilities

- Liaison with the ASRC's Operations and Office Management teams to ensure effective implementation and maintenance of organisational business systems and administrative processes.
- In consultation with the Principal Solicitor, the Legal Practice & Volunteer Coordinator will ensure the Human Rights Law Program functions effectively, sustainably, and in accordance with risk management guidelines.

Selection Criteria

Essential:

- Experience in developing, implementing and managing administrative/office functions, business systems and processes
- Advanced knowledge of google and windows-based systems including use of automated programs for managing tasks, workflows, engagement in communications, and updating of online learning systems
- Ability to contribute ideas to improve service delivery and effectiveness in a rapidly changing environment and demonstrate initiative and flexibility
- Proven ability to operate effectively in a team and a commitment to working collaboratively in a dynamic environment.
- Ability to be flexible, creatively problem solve and adaptive to daily unforeseen challenges
- Ability to inspire and engage a large volunteer team
- Ability to co-ordinate, manage and support volunteers to deliver high quality legal services.
- Exceptional time management skills and demonstrated ability to prioritise tasks in an under-resourced environment and often in stressful circumstances;

Desirable:

- Qualification in office administration, human resources or another relevant area;
- Experience in practice management for a community legal centre/not for profit community organisation;
- Experience working with people from culturally and linguistically diverse backgrounds;

Conditions of Employment

Terms and conditions of employment will be based on the Social, Community, Home Care and Disability Services Industry Award 2010 or its successor agreements.

All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.