



# Townsville Community LEGAL SERVICE INC

## **DUTY STATEMENT**

<b>Designation:</b>	TCLS Daytime Law Student Volunteer
<b>Duration:</b>	Minimum six (6) month commitment
<b>Hours of work:</b>	Four (4) hour shift, once per week, Monday – Friday 9:00AM – 1:00PM or 2:00PM – 5:00PM
<b>Reporting to:</b>	The Director
<b>Salary details:</b>	Nil

### **Purpose of position**

The role of the TCLS Daytime Law Student Volunteer is to provide a first point of contact for clients on low income or who face other disadvantage. The TCLS Daytime Law Student Volunteer will also be responsible for providing general administrative support to TCLS. The TCLS Daytime Law Student Volunteer is expected to be enrolled in a Bachelor of Laws program at a recognised Australian University / College, be highly motivated, resourceful and have the ability to work as part of a multidisciplinary team.

### **Duties**

TCLS Daytime Law Student Volunteers will undertake the following duties:

1. Attend to telephone, email or face-to-face client enquires.
2. Provide information about TCLS services and direct clients to the most appropriate service for their needs.
3. Set appointments, update data records and maintain confidentiality.
4. Provide appropriate referrals to community legal centres, private legal professionals, government authorities, courts and tribunals.
5. Assist with the administration of client files and preparation for client interviews.
6. Conduct research as requested.
7. Assist with the preparation of evening advice sessions.

8. Be aware of and comply with TCLS' Risk Management Guide, and TCLS' policies and procedures.
9. Attend volunteer induction and student volunteer meetings.
10. Be aware of self-care principles and participate in professional clinical supervision.
11. Undertake other duties from time to time as directed by the Director.