



# Townsville Community LEGAL SERVICE INC

## **DUTY STATEMENT**

<b>Designation:</b>	TCLS Volunteer Evening Advice Coordinator
<b>Duration:</b>	Minimum six (6) month commitment
<b>Hours of work:</b>	Three (3) hour monthly rostered shift (may run to four (4) hours on occasion), once per week, Tuesday 5.30pm-8.30pm or Thursday 5.30pm to 8.30pm.
<b>Reporting to:</b>	The Director
<b>Salary details:</b>	Nil

### **Purpose of position**

The role of the TCLS Volunteer Evening Advice Coordinator is to provide reception, administrative, and client support during evening advice clinics.

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 Volunteer Evening Advice Coordinators will undertake the following duties:

1. Attend to setting up the office in preparation for evening advice clinics.
2. Greeting clients and ensuring they are on time and prepared for their appointment.
3. Providing New Client Intake forms to clients and ensuring their complete and accurate completion.
4. Conducting intake procedures, including conflict of interest checks, and any other necessary steps, based on information in the calendar appointment and the client's self-completed New Client Intake sheet.
5. Once intake procedures are complete, notifying volunteer lawyers that a client is ready to see them and providing all necessary forms and documents to the volunteer lawyer.

6. Assisting volunteer lawyers and clients with tasks as required, eg photocopying, using technology, or answering queries about online research tools.
7. Making and answering telephone calls, particularly telephone calls relating to the efficient operation of that particular evening clinic.
8. Arranging telephone advice appointments, including pre-filling of the New Client Intake form.
9. Contacting daytime staff members by telephone as required (eg for complex conflict of interest situations, or if it is unclear how to use particular technology).
10. Communicating with daytime staff members by any other means, including leaving notes for the attention of the daytime staff.
11. Assist with office facilities (eg toilet, kitchen), guiding volunteers and clients to office facilities, and any other general inquiries
12. Be aware of and comply with TCLS' Risk Management Guide, and TCLS' policies and procedures.
13. Attend volunteer induction and student volunteer meetings.
14. Be aware of self-care principles and participate in professional clinical supervision.
15. Undertake other duties from time to time as directed by the Director.