



**Townsville Community  
LEGAL SERVICE INC**

## **Position Description for Law Student Daytime Volunteers**

### **About Townsville Community Legal Service Inc.**

The Townsville Community Legal Service Inc. (“**TCLS**”) aims to provide high quality, free and accessible legal services to the Townsville community, and to address inequality within the law and society.

TCLS employs a number of lawyers, social workers and administrative staff, and also utilises a number of legal volunteers from the local community, as well as student volunteers to assist in providing services to clients who face disadvantage.

### **Seeking Law Student Daytime Volunteers**

TCLS is seeking a number of highly motivated, organised and proactive law students to assist our office in providing services to the community.

Students must have completed at least two (2) semesters of their degree and will be required to answer incoming calls from clients, undertake administrative tasks and undertake paralegal tasks for lawyers when directed.

The successful applicants must be able to work collaboratively in a team of administration, social work and lawyering professionals. They must also have advanced interpersonal communication skills, be able to actively problem solve, prioritise workloads and work both independently and under direction. Importantly, students must also demonstrate a commitment and understanding of the social justice and the services that community legal services such as TCLS offer.

The position description is outlined in detail below. Should you require any further information regarding the role, please do not hesitate to contact our Administrator on (07) 4721 5511.

## **Position Description**

**Designation:** TCLS Office Student Volunteer

**Duration:** Minimum six (6) month commitment. While we understand and are appreciative of students who volunteer their time to TCLS, given the amount of time and effort the TCLS staff put into training and mentoring student volunteers, we would be grateful if students would commit to at least six (6) months of volunteering.

**Hours of work:** Four (4) hour shift once per week, Monday to Friday  
9AM to 1PM.

**Reporting to:** The Administrator

**Salary details:** Nil

## **Purpose of Position**

The role of the TCLS Office Student Volunteer is to provide a first point of contact for potential clients who are facing disadvantage. TCLS Office Student Volunteers will also be responsible for providing general administrative support to TCLS and also paralegal support where required.

## **Required Skills, Abilities and Qualities**

1. Have completed at least two (2) semesters of a Bachelor of Laws degree at a recognised Australian university **and** be currently enrolled in, or completed, a Bachelor of Laws program at a recognised Australian university.
2. Have a sound knowledge of social justice issues and demonstrate participation in community socio-legal work.
3. Have a high level of communication skills and demonstrate an ability to liaise with a diverse range of people, community groups, agencies, government departments and members of the legal profession.
4. Ability to work within a multidisciplinary team environment.
5. Be able to demonstrate a capacity to fulfil the duties and responsibilities of the TCLS Office Student Volunteer outlined below.

## **Duties**

1. Service administration and research duties:
  - a. Attend to telephone, email and face-to-face client enquiries throughout the duration of your shift.

- b. Provide information about TCLS services and direct clients to the most appropriate service for their needs.
- c. Set appointments, update data records and maintain confidentiality.
- d. Provide appropriate referrals to other community legal services, private legal professionals, government authorities, courts and tribunals.
- e. Assist with administration of client files and preparation for client interviews.
- f. Assist with the preparation of evening advice sessions.
- g. Conduct research effectively and efficiently when directed by staff.
- h. Conduct any other legal work effectively and efficiently when directed by staff.

2. Training and organisational duties:

- a. You must be aware of and comply with TCLS' Risk Management Guide and the TCLS' policies and procedures.
- b. Compulsory training includes:
  - i. An induction, to be held on a Wednesday evening from 5:00PM til 6:30PM.
  - ii. You must attend regular TCLS Office Student Volunteer training meetings when directed.
  - iii. The meetings, where possible, will be held for you during the duration of your shift.
  - iv. The purpose of the meetings is to ensure that you receive the appropriate training from TCLS staff so that you can effectively fulfil the duties outlined above.
  - v. The meetings may deal with training in the following areas:
    - 1. Telephone training;
    - 2. Client intake, including the types of matters dealt with at TCLS;

3. Preparation for client interviews;
  4. Setting appointments for staff;
  5. Referrals;
  6. Preparation of evening advice sessions;
  7. Filing; and
  8. Data entry.
- vi. When you have been trained in a specific duty, you will be expected to be able to fulfil that duty, with minimal supervision, during your shift.

**Position availability is subject to other factors**

While we appreciate the time and effort of the TCLS Office Student Volunteers, the opportunity is subject to the requirements of TCLS and a number of factors, including but not limited to:

1. Attendance of PLT Students.
2. Staff absences and leave.
3. Failing to fulfil the duties or organisational/training requirements of the TCLS Office Student Volunteer.
4. Failing to comply with TCLS' Risk Management Guide or TCLS' policies and procedures.
5. Failing to attend as agreed.
6. Space restrictions.