

Client Services Coordinator

Reports to	Principal Lawyer - Workplace
Direct Reports	Administration Coordinator, Legal Administrative Assistants, Volunteers
Classification	Level 5 or 6, depending on qualifications and experience, Social, Community, Home Care and Disability Services Industry Award 2010.
Hours	Up to 37.5 hours week

Organisation Overview

T.H.E Community Legal Centre Inc. trading as Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach and support.

Circle Green services include a state-wide telephone services, face to face client interviews, casework, clinics and outreach legal advice, education sessions and resources, law reform submissions, and collaborative partnerships with legal and non-legal organisations.

Position Objective

The Client Services Coordinator ensures the provision of effective, efficient, and high-quality client services through the coordination of client intake, triage, support, reporting and evaluation. This position is responsible for fostering a client centred focus in the delivery of client services, ensuring that clients inform the design and delivery of end-to-end services. The Client Services Coordinator will work closely with in-house service providers, including lawyers and caseworkers to coordinate the provision of holistic services dependant on the client needs and will be guided by trauma informed and culturally safe practices.

The Client Services Coordinator will form part of the Workplace Leadership Team which will also comprise the Principal Lawyer and Senior Lawyers.

Responsibilities

Client services coordination

- Manage and supervise intake and triage staff and volunteers in the delivery of high quality, trauma informed services, including:
 - Provision of accessible, responsive, and effective intake services through telephone, face to face and web-based services (including outreach), that ensure clients are able to engage effectively with the service and that clients' legal and support needs are identified, prioritised, and actioned appropriately.
 - Working with clients to develop trust and safety, helping them identify their legal and support needs, documenting the results of contacts and assessing initial risk and safety issues.
 - Evaluation of client circumstances as to any need to expedite service delivery and ensuring urgent referral action is implemented when required.

- Ensuring clients are supported in their engagement with the service through working collaboratively and cooperatively with clients and other staff, to:
 - obtain sufficient initial information to identify clients' legal needs and to support further service delivery by legal team, and
 - provide ongoing liaison, information, and assistance to existing clients.
 - Support clients through making referrals, including warm referrals, to a range of other agencies and services to assist clients with their ongoing needs.
- Monitor stream intake and triage activities to ensure high quality and responsive services, providing reports as required.
- Oversee the coordination of legal clinics and outreach services.
- Provide leadership and oversight of the delivery of support services for clients, particularly for those with complex cases. Manage referrals to in-house and external services.

Service development, monitoring and improvement

- Manage and supervise all data entry, collation and reporting ensuring the integrity of that data.
- Be responsible for implementing and reviewing outcomes-based measurement to ensure a process of continuous improvement in service delivery to clients.
- Deliver a trauma-informed and culturally safe practice framework with sensitivity to legal practice requirements.
- Monitor, review and develop intake, triage and referral processes and procedures to ensure best practice and continuous improvement.
- Maintain a high level of communication and shared knowledge of the organisation objectives with the staff and volunteers.
- Build and nurture pro-bono relationships with other CLCs and external stakeholders – legal and non-legal support services.
- Manage and supervise general administrative duties in the workplace team including identifying staff and volunteer recruitment needs and the rostering of staff and volunteers.

Team Responsibilities

- Provide leadership to staff and volunteers as part of the Workplace Leadership Team.
- Act in accordance with Circle Green's policies, procedures, mission and values.
- Support, guide and cultivate an environment of continuous improvement, best practice, and innovation.
- Participate in team meetings, planning and review activities.
- Perform other duties, consistent with the role, as directed by the Principal Lawyer.

Selection Criteria

Skills

- Excellent written and verbal communication skills, with the ability to understand and convey complex concepts to people from diverse social and cultural backgrounds, including those with complex trauma.
- Sound judgment and ability to balance priorities under pressure.
- Well-developed time management and organisation skills (including multi-tasking).
- Strong administration and computer skills (e.g., the ability to use databases, Microsoft programs, etc)

Experience

- Extensive experience in the delivery of client or community services.
- Demonstrated involvement with development and implementation of policies, procedures and planning for client centred services and programs.
- A commitment to ensuring client centred and holistic service delivery.
- Experience generating, interpreting, and analysing data, statistics, and reports.
- Demonstrated capacity to facilitate a supportive and cohesive team environment to achieve organisational goals.
- Experience in supervising and coordinating a team of staff and volunteers.
- A demonstrated commitment to human rights and social justice issues

Desirable

- Relevant tertiary qualification in a human service-related area
- Understanding of legal service regulatory requirements or experience working in a legal context
- Knowledge of, or experience with outcomes measurement in a community service context.