



POSITION DESCRIPTION

Designation:	Front Desk Volunteer
Duration:	6 month commitment or fill in position when required
Hours of Work:	1 x 4-hour shift once a week.
Reporting to:	Volunteer Coordinator
Salary Details:	NIL
Funding Stream:	NIL

The Gold Coast Community Legal Centre aims to:

- *maximise access to professional legal advice and services on behalf of persons who would otherwise be unable to access such advice or services.*

Purpose of Position

The role of the Front Desk Volunteer is to be a first point of contact for clients who approach the Centre and also address general enquires received from the Gold Coast community. Front Desk Volunteers will be responsible for providing general administrative support to the centre and solicitors during the office hours of operation by way of answering phone calls, booking appointments and providing general referrals to the community. Front Desk Volunteers are expected to be highly motivated, resourceful and have the ability to work as part of a team. Law students volunteering in this position are also expected to be enrolled in a Bachelor of Laws program at a recognised Australia University or College.

Essential Skills, Abilities and Qualities

- advanced interpersonal communication skills
- proficiency in client relations, including the ability to deal with queries and complaints with discretion (confidentially and tactfully where appropriate)
- high level of attention to detail
- empathy in dealing with clients
- ability to prioritise and organise workflow independently
- be well presented and have a professional manner
- be comfortable with the use of technology, including phone systems and computer programs
- be able to cope with busy situations where there is high demand for free services

Duties

Service and Administration

- Answering and managing telephone calls
- Attend to walk in enquiries
- Have a sound knowledge of the Gold Coast Community Legal Centre & Advice Bureau, the services offered and the Centre's requirements to be able to receive free legal advice and assistance.
- Provide information about the Gold Coast Community Legal Centre & Advice Bureau services
- Provide appropriate referrals to community legal centres, government authorities, court, tribunals and other organisations where the Gold Coast Community Legal Centre & Advice Bureau cannot assist
- Book appointments for clients, following the appropriate procedures
- Provide general community information and non-legal referrals to other organisations

Organisational Duties

- Be aware of and comply with the centre's Risk Management Guide and the centre's policies and procedures;
- Attend volunteer induction;
- Be aware of self-care principles and participate in professional clinical supervision;
- Undertake other duties as directed from time to time by the Volunteer Coordinator