**JOB DESCRIPTION: Advice line volunteer**

**Status: Volunteer**

Location: Katoomba

1 set day per week is required with a preferred 12-month commitment. Compulsory orientation and on the job training will be provided.

**Position Overview**

The Elizabeth Evatt Community Legal Centre provides free legal information, advice, casework, community legal education and law reform activities to the people of the Blue Mountains, Lithgow, Oberon and Bathurst regions. Advice line volunteers are the front line of the organisation, assisting solicitors in providing information, advice and referrals for clients accessing the service.

**Accountability**

This position is accountable to the Managing Principal Solicitor, and in liaison with the Volunteer Coordinator on a day-to-day basis.

A probation period of three months applies to this position.

**Position Duties include:**

* Conducting intake and assisting solicitors in responding to callers seeking legal advice
* Providing information and appropriate referrals
* Responding to face to face requests from the public
* Assisting solicitors with legal tasks
* Data entry and filing
* Assisting with administrative tasks
* Assisting with preparation for community legal education sessions and other projects as required

**General**

EECLC is committed to developing and maintaining co-operative and consultative staff working relationships. Each staff member has a responsibility to:

* Manage their own workload
* Communicate openly and clearly
* Maintain effective, respectful relationships
* Raise and resolve issues in line with the relevant organisational policies
* Develop and maintain co-operative work practices, including delegation and teamwork
* Participate in staff performance reviews

October 2017