



## Position Description

Business area	Ruah Legal Services and MHLC
Position Title	Telephone Advice Line (TAL) Volunteer
Division - Department	Ruah Legal Services
Reporting to	Volunteer Coordinator
Supervision of	Nil
Effective date	11 October 2023

### Guided by our Vision, Mission and Values

<b>Vision</b>	Flourishing communities through the active participation and wellbeing of people with complex needs.
<b>Mission</b>	Empowering vulnerable and disadvantaged people to create meaningful change in their lives through provision of quality services.
<b>Values</b>	Respect, Grassroots, Partnerships, Integrity, Creativity.

### Diversity statement

Everyone regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

### Position intention

Ruah Legal Services provides end-to-end representation services to vulnerable West Australians experiencing mental illness, family and domestic violence, homelessness, and other challenges. The Telephone Advice Line is the primary mechanism for receiving requests for assistance and coordinating client intake. The TAL Volunteer supports the work of Ruah Legal Services by supporting the effective functioning of the Telephone Advice Line and providing essential administrative support to lawyers in their file management.

### Key tasks, objectives, and responsibilities

<b>Mission and Values</b>	<ul style="list-style-type: none"> <li>Actively promoting and demonstrating behaviours and conduct that champions Ruah's values and commitment to ethical practice on behalf of clients.</li> <li>Maintains confidentiality in accordance with Ruah policies.</li> <li>Ensures adherence across service area to policies and procedures.</li> </ul>
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<b>Responsibilities regarding the Legal Practice</b>	<ul style="list-style-type: none"> <li>• Answer incoming calls on the Telephone Advice Line in a professional manner;</li> <li>• Field enquiries, taking down basic information and assessing whether or not various legal matters are within Ruah Legal Services (RLS) or Mental Health Law Centre (MHLC) scope;</li> <li>• Find appropriate referrals for legal matters outside of RLS/MHLC scope;</li> <li>• Facilitate the intake process for potential clients, conducting interviews over the phone to obtain required details concerning the client and his/her legal matter;</li> <li>• Draft legal advice, initial letters and court documents;</li> <li>• Perform administrative and data entry duties;</li> <li>• Conduct legal research at the direction of lawyers;</li> <li>• Contribute to a supportive working environment; and,</li> <li>• Ensure that RLS, its mission, programmes and services are consistently presented in a strong, positive image to the community legal sector, the wider legal profession and the community at large.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Promote, participate in and contribute to a supportive team environment.</li> <li>• Build relationships based on trust and respect for every person.</li> <li>• Work as an effective and valued member of the RLS team.</li> <li>• Work in a culturally secure and appropriate way.</li> <li>• Ensure effective communication within the RLS team.</li> </ul>
<b>Quality and Risk Management</b>	<ul style="list-style-type: none"> <li>• Delivers services within the program area in accordance with accreditation requirements and service agreements.</li> <li>• Identifies and reports on risk issues to the Service Lead in accordance with Ruah procedures.</li> </ul>
<b>Safety, Security and Other Duties</b>	<ul style="list-style-type: none"> <li>• Work in a way that demonstrates and promotes positive health and safety.</li> <li>• Be accountable for protecting Ruah and client information security and privacy.</li> <li>• Share enthusiasm for and be involved with initiatives that build teams and add to the Ruah community.</li> <li>• This role, like all others within the community of Ruah, will undertake any other duties as required.</li> </ul>

### Selection criteria

#### *Essential*

It is expected that the successful applicant will be able to demonstrate the following:

- Willingness and ability to work within and contribute to the vision and mission of the organisation.
- Professional telephone manner;
- Good communication skills;
- Ability to engage with a challenging client group;
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.



- Emotional resilience;
- Demonstrated team work skills;
- Computer literacy; and,
- Attention to detail.

#### *Specialist criteria*

Candidates with prior experience in one of the following areas are highly sought-after:

- Client-facing work with the general public;
- Experience working on a Telephone Advice Line;
- Administrative work driven by a client management system or database; and/or,
- Support programs for people suffering mental illness.

#### *Required Compliance Documents*

- Current drivers' license
- National Police Certificate