



Position Description

Position Title	Administration Officer - Legal
Directorate	Community and Wellbeing Services
Reports to	Manager Community Legal Centre NSW
Date of Job Description	4/06/2025
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full-Time Fixed Term Contract
Salary	This position is classified as Band 2 – Admin Officer, with a salary range of \$62,783 - \$83,970, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This is a full time position. Work outside normal office hours may be required.

Position Objectives

The Mallee Family Care Community Legal Centre is seeking an Administration Officer to join their dynamic Legal Team focusing on access to justice issues, social justice, and human rights. The MFCCLC is delivered to the Northern and Southern Mallee of Victoria, South West New South Wales and Far West NSW.

The MFCCLC Far West NSW program offers a range of services such as generalist, family law and/or family violence, outreach and duty services at the Broken Hill Local Court. To do this the service provides free legal information, advise and casework to people living across the Far West (including Broken Hill LGA, Central Darling LGA and unincorporated areas that compromise of the Far West).

The service will also provide outreach services to Wilcannia, Menindee, Ivanhoe, Tibooburra and White Cliffs.

The service is looking for an Administration Officer to assist with the day to day running of the service that may include answering phones, call backs for client appointments to obtain intake information, setting and booking calendars and appointments, data entry and assistance with overall tasks of the legal service as directed by the Manager.

Key Responsibilities & Duties	Performance Expectations
To provide administrative support in a highly professional manner.	To provide administrative support to the MFCCLC team and Manager. Strong communication skills and meticulous attention to detail. Well-developed problem solving and decision-making skills.
To input data into the Client Data Management systems.	Data entered in a timely manner and follow up any issues with data entry across team members.
Assist with administration needs and attend program meetings.	Assist with recording of minutes at all Team Meetings including MFC all of staff, CLC all of teams etc., To assist with developing, input and maintaining program manuals as directed by Manager. To assist in maintaining client files and documents for the program's clients and cases. To assist with closure letters and client feedback as requested in line with program manual requirements. To assist the service to become paperless.
To maintain confidentiality and exercise discretion.	Professional behaviours demonstrated, courteous responses to clients and staff enquiries and follow up.
To assist with the auditing process, both internal and external to the agency.	Provide input and support into the program audit processes and quality improvement systems with follow up administrative updates as needed.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

Qualifications and Experience:

- The person employed as Administration Officer will be required to either hold or pursue Certificate IV in Business Administration with previous relevant experience in the field; legal setting and data entry is favourable.
- Effective communication and client engagement skills; face to face, online and by phone.
- The applicant will commit to undertake further relevant studies with the support of the Organisation.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

Key Selection Criteria:

Applicants are invited to submit their application addressing the following selection criteria:

- Effective communication skills; written and verbal.
- Ability to prioritise and meet strict deadlines with meticulous attention to detail.
- Demonstrated experience and working knowledge of computer systems.
- Focused and exemplary time management skills.
- Approachable manner with excellent people skills.
- Demonstrated ability to work as part of a team as well as independently.
- Ability to work in a confidential and professional manner.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Executive Director People, Culture and Performance, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

Mallee Family Care is committed to building an organisation that reflects the diversity of the communities we support.

As an Equal Opportunity employer, we invite applications from people of all walks of life. Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), LGBTQIA+, and people living with a disability are encouraged to apply for our roles.

As a Child Safe Organisation, we undertake a range of pre-employment screening checks to ensure all candidates are suitable to work for Mallee Family Care. This includes reference checks from your current or most recent employer and probity checks (National Police Check, Working with Children Check Vic & NSW and NDIS Worker Clearance).

We go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

By submitting this job application, you acknowledge and accept Mallee Family Care's policies related to pre-employment screening checks and understand appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment