



## **BUSINESS COORDINATOR**

### **The MRCLC: Background**

The MRCLC was officially launched in December 2003 by the Queensland Attorney-General and Minister for Justice, the Hon. Rod Welford. From February 2004 the Centre was based at George Street Neighbourhood Centre where it commenced an evening legal service twice a month through the support of legal and non-legal volunteers.

MRCLC moved to its own premises on Victoria Street in 2005 and then to larger premises at The Dome on 19 June 2019. The Centre currently has a full-time Manager and Principal Solicitor (1 position), 3 full-time solicitors, 2 part-time solicitors, a full-time and part-time administration officers, and contributions from many volunteers.

The MRCLC provides legal advice and undertakes casework in a wide variety of legal matters. Family law and residential tenancy matters provide the most work for the MRCLC.

MRCLC continues to provide a legal advice evening service twice a month through the support of volunteers. The successful applicant may occasionally be required to take part in Legal Advice Evenings (LAEs) on Tuesday and Wednesday nights when a scheduled volunteer co-ordinator is unable to attend. LAEs end by approximately 8:10pm.

The Centre is regionally focused on providing a service to the residents of Mackay, Isaac and Whitsunday Regional Councils (ie communities 2 hours drive north, 1 hour south and 3 hours west of Mackay).

The MRCLC currently provides the following programs: Community Legal Services Program (generalist service), Mental Health Review Tribunal representation service, Domestic Violence duty lawyer service, Queensland Statewide Tenant Advice and Referral Service (QSTARS – performed along with other organisations), Elder Abuse Prevention and Support Service and has recently received additional funding to address legal issues experienced by people affected by COVID-19.

### Vision Statement

To enable the most disadvantaged in the Mackay, Isaac and Whitsunday regions to understand the legal system, their rights and to enforce those rights by

adopting a holistic approach, including incorporating advice, community legal education and to seek legal change where there are inequalities in the law.

#### Values Statement

The MRCLC seeks to provide a reliable and accessible legal service for the benefit of the most disadvantaged within the Mackay, Isaac and Whitsunday regions in a manner which respects differences and diversity of each individual.

#### Mission Statement

To provide a high quality, accessible and holistic legal service to the Mackay, Isaac and Whitsunday communities within a social justice framework, including by incorporating advocacy, community education and to seek legal change where there are inequalities in the law.

#### **Position Context**

This position is a new position created due to the expansion of the service. Primary responsibility will be to maintain and update policies and procedures, manage simple IT issues, liaise with the Centre's IT service provider for more complex matters, maintain and develop social media and strategic planning, including building relationships and the Centre's profile. The position will also involve assisting the Manager and Principal Solicitor with some aspects of their role.

The position is not responsible for the supervision of the legal work of the centre.

#### Reports To

The Business Coordinator reports to the Manager and Principal Solicitor.

#### Reporting to this Position

Nil.

#### **Duty Statement/Key Responsibilities**

##### **Duties, Outcomes and Accountabilities**

#### **Role Overview**

- Create and maintain a professional and welcoming business environment and office facilities
- Manage and update Wordpress based website

- Liaise with external IT consultants and resolve simple IT issues experienced by staff, as well as maintaining and developing the IT resources of the Centre
- Assist with the development and maintenance of the Centre's SharePoint site
- Assist with data collection and reporting, including using the Centre's databases
- Draft grant applications
- Maintain and develop social media within delegation limits
- Assist Manager with data analysis, reviewing and updating policies and procedures
- Provide evidence, both qualitative and quantitative of client and stakeholder views of the service. For example through undertaking surveys with stakeholders, which include clients, government and community organisations
- Create and develop partnerships and relationships to progress and promote the Centre's strategic objectives, including developing MOUs
- Engage with staff in risk management, as well as workplace health and safety
- Provide ideas and creativity to business preservation and development
- Adhere to and exercise requirements around confidentiality, privacy principles and client legal privilege obligations
- Work from reception and undertake administrative duties while the Administration Officers are unavailable. This is not expected to be required often.
- Undertake planning for maintaining staff and volunteer morale and staff team building
- Be creative, efficient and proactive in the promotion of the organisation and information dissemination
- Participate and undertake budget analysis, projections and financial reporting if required.
- Participate and undertake a review of the Centre's strategic and operational planning
- Assist with identifying the needs of stakeholders for community legal education and methods of service delivery that better meet the needs of stakeholders.
- Raising public awareness of the MRCLC
- Assist the Manager and Principal Solicitor to establish appropriate objectives and performance indicators for staff

### **Key Selection Criteria/Capability Requirements**

#### **Essential**

- Current open driver's licence and use of personal car. This must be maintained throughout employment as you will be required to attend some interagency meetings, training and perform other work outside the office.
- Strong commitment to social justice.
- Excellent written and oral communication skills
- Ability to work well in a small team
- Ability to work independently with minimal supervision
- Proficiency in computer skills, particularly Office 365
- Demonstrated ability to interpret instructions quickly, prioritise conflicting work demands, meet deadlines and work under pressure to ensure tasks are completed within given time frames.
- Demonstrated ability to accept direction or to work independently.

- Ability to deliver services in a culturally sensitive manner to all sections of the community.
- High level of accuracy, personal organisational skills and time management.
- Knowledge of and commitment to workplace health and safety
- Current Working with Children and Police Check (or be able to obtain)
- Adherence to the Centre's policies and procedures, including the Code of Ethics and Conduct Agreement
- Commit to a process of continuous improvement
- Excellent service and professional communication skills
- Knowledge and awareness of relevant legislation, such as around anti-discrimination, human rights, workplace health and safety, client legal privilege
- Integrity, adaptability, resilience, resourcefulness and outcome orientated
- Demonstrated capacity to carry out financial and facilities management responsibilities relevant to a legal and community organisation environment
- Ability to interpret and apply legislation, staff agreements and awards, regulations, policies, guidelines, standards and procedures
- Demonstrated organisational skills with the ability to oversee and astutely manage numerous tasks, prioritise work and meet deadlines.
- Demonstrated capacity to develop, review and redevelop systems and services to meet the needs of a changing organisational environment.
- Well-developed communication and interpersonal skills including the ability to liaise, consult and negotiate with internal and external stakeholders.

#### Highly Desirable

- A tertiary qualification in Business Management, Finance or Accounting or social work
- Eligibility for membership to relevant professional associations (eg AIM, AICD, CA, CPA or AASW)
- Proficiency with SharePoint
- Previous experience updating a Wordpress website
- Experience in business, finance and administration, demonstrated ability to manage the commercial and financial affairs of a community organisation and capacity to understand and be accountable for the compliance, governance and financial responsibilities in such management
- Demonstrated capacity to relate to clients and other stakeholders with dignity and respect
- Ability to think and act calmly and deal sensitively with distressed people
- Knowledge of when to seek help or supervision
- Understanding of the principles of duty of care, rights to privacy and confidentiality

- Demonstrated effective listening skills, communication skills, and empathy
- Ability to promote the rights, responsibilities and wellbeing of clients
- Commitment to professional development and willingness to participate in training as required
- Demonstrated ability to work independently and within a team
- Demonstrated communication, problem solving and organisational skills
- Demonstrated ability to work with service providers, government agencies and community services
- Demonstrated experience or the ability to acquire skills in the formulation of policy and strategic service development
- Demonstrated ability to apply principles of natural justice and transparency in decision making
- Knowledge of the *Human Rights Act* (Qld) 2019
- Awareness of appropriate referral pathways in the Mackay, Whitsunday and Isaac regional council areas.
- Demonstrated commitment to the principles of equity, access and social justice.
- Demonstrated experience delivering social media content on behalf of an organisation

Location	Based in Mackay, Queensland.
Commencement Date	As soon as possible
End date	The contract will be permanent part-time position for 12 months and is subject to funding.
Accountable To	The Manager and Principal Solicitor, and Management Committee
Conditions	<p>Between 15 – 20 hours per week.</p> <p>It is expected this will be performed over 2 – 3 days between 8:30am - 5pm Monday to Friday. Occasionally, due to training or attending a Legal Advice Evening for example, you will be required to work outside of these times.</p> <p>The MRCLC is willing to consider flexible arrangements, including regarding the days and hours worked. Please include any preferences in your cover letter.</p> <p>TOIL is available.</p> <p>This position is subject to a probationary period of three (3) months and is further dependant on the MRCLC receiving continued funding from current sources.</p>

Award	This position is entitled to the provisions contained in the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCDS)
Classification Salary	SCHCDS Level 4.1 – 5.1 will be negotiated based on qualifications, skills and experience. This equates to \$36.62 - \$41.89 per hour, plus superannuation and annual leave loading.  Salary sacrifice arrangements are available after 3 months.
Driver Licence	A current open Queensland Driver Licence is essential and must be maintained throughout employment due to travel requirements of the position.

**Application Process: Applications should address the key selection criteria.**

To apply please lodge your application on Seek (preferred), email [jessica@mrclc.com.au](mailto:jessica@mrclc.com.au) or forward your application to:

Miss Jessica Brake  
 Manager and Principal Solicitor  
 Mackay Regional Community Legal Centre  
 P.O. Box 995  
 MACKAY QLD 4740

Applications close 9am Monday 25 January 2021.

For more information please contact the Mackay Regional Community Legal Centre Inc. on 07 4953 1211 or email your queries in confidence to [jessica@mrclc.com.au](mailto:jessica@mrclc.com.au).