

LEGAL CLINIC OF GUELPH AND WELLINGTON COUNTY

<b>JOB TITLE:</b>	<b>Receptionist</b>
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**This position provides reception and administrative support for the Clinic. The incumbent is responsible for providing reception for the Clinic. Work is under the supervision of the Executive Director and takes direction from all Clinic staff and works in co-ordination with the Clinic Legal Assistant. This is a frontline position that is responsible for the reception area from 8:30 a.m. to 4:30 p.m., Monday, Wednesday and Friday, or as scheduled and for day to day administrative tasks.**

**\* This description is subject to change depending on the evolving needs of the Clinic.**

**Reception/Telephone**

Acts as main reception/telephone point of first contact for the Clinic. Handles calls and greets persons in a professional manner. Performs all necessary reception duties and handles all contacts appropriately and professionally.

Ensures privacy and maintains confidentiality at all times.

Is point of first contact for persons seeking intake services. Screens contacts to ensure that clinic can serve them and screens potential clients for emergencies.

Identifies client needs by using increasingly specific questions to determine appropriate legal services and other services that may be provided.

Refers clients and the public to other legal services, social agencies, or government services based on knowledge of community services.

Conducts initial conflict of interest checks and responds appropriately.

Obtains detailed intake information from persons seeking assistance to complete necessary intake documentation and forms. Records all information promptly and accurately in the client management tool (CMT) system. Prioritizes and triages intake matters for the intake worker.

Handles intake calls appropriately, depending upon the facts as presented to ensure matters are referred to the intake worker or others as needed, including provision of basic information, such as standard phone contacts and limitation dates.

Refers callers to the appropriate staff member of the Clinic and takes messages, as appropriate. Sets appointments for callers and staff, as necessary.

## **Office Support**

Assists with organization of the clinic's filing systems, information management, storage and retrieval, including the maintenance of internal procedures and protocols for intake, casework, file openings and closings.

Assists with the maintenance and operation of the clinic's tickler system.

Assists with the maintenance and operation of the clinic's case management systems and for the opening and closing of brief service and case files.

Assists with the efficient administrative operation of the CMT system.

Assists with the efficient operation of Clinic infrastructure, including but not limited to: phones, fax, copier, server, computers, alarms and arranges for maintenance and repairs in a timely and cost-effective manner and performing file server back-ups according to procedures.

Attends to mail, courier, errands, photocopying and faxing. Assists with arranging for purchases, tracking invoices, paying bills, ensuring approvals and arranging for cheques.

Assists with maintenance of the clinic library, including ordering and organizing material.

Assists with maintaining the inventory of and supply of pamphlets to ensure appropriate current supplies are available in accordance with government publications and 'accuracy lists' provided by CLEO.

Assists with ensuring adequate supplies of all office supplies.

Maintains knowledge of LAO policies and procedures and Clinic policies and procedures. Assists with updates to office manuals and website, to ensure up-to-date policies and procedures are available for reference; including precedent and research binders.

Prepares, files and serves documents as required by caseworkers.

Arranges meetings and appointments for caseworkers ensuring that appropriate equipment and facilities are booked.

May prepare and format reports, correspondence, forms, minutes, pamphlets, funding applications, newsletters, promotional/educational materials or such materials as may be required by staff or Board, using office software application packages.

Contacts clients on behalf of clinic staff to arrange appointments or obtain information.

Assists with arranging logistical details associated with clinic events, community development and public education programs and seminars based on knowledge of relevant details.

May assist in preparation of statistical reports and provide quarterly statistics as required.

Arranges for food and refreshments, set up and clean-up for Board Meetings. Makes travel arrangements for Board and staff for Clinic work and training.

Attends workshops, seminars or education functions as directed and staff meetings as required.

### **Financial Processing**

Maintains records of disbursement account and writes cheques for disbursement account.

Maintains the collection of expenditure recoveries to ensure timely and appropriately documented recovery of expenses.

Verifies all invoices against purchase orders to ensure that goods/services have been received.

Completes cheque requisitions for payment of invoices based on knowledge of clinic practices and procedures.

Disburses petty cash according to established procedures. Balances petty cash based on debit and credit transactions.

Assists with compilation of relevant documentation for annual audit.

### **Working Conditions**

Work is in open space with direct public access (front counter) and interactions with clients where it is not possible to control noise or interruptions. Work is performed in a team setting, requiring a high level of listening, comprehension, diplomacy and interpersonal skills.

Work pace at times is difficult to control; work involves daily interruptions that are unpredictable and imposed or controlled by others, e.g., interruptions from internal contacts or external clients that disrupt concentration.

Work with exposure to emotionally charged situations, e.g. interacting with upset or agitated persons on a frequent, daily basis.

Work on the computer is required to communicate, for inputting data and completion of documents and letters, memos, etc.

Work requires the ability to deal with competing demands for client service in office, over the phone and other responsibilities and to prioritize tasks appropriately.

Some travel may be required.