

VAUXHALL COMMUNITY LAW & INFORMATION CENTRE

*Providing Access to Justice in the Community since 1973*

**Triage Volunteer Role**

Organisation Summary

VCLIC has been in existence since 1973. It was initially established to deal with the appalling housing conditions in and around the old Scotland Road Area. The project has always been community led and community focused. As times have changed, the project and its scope has expanded, but our focus remains the same. Our Service Aims are:

1. Combat social exclusion by raising income levels and helping to control debt levels through legal advice work
2. Make available to people legal advice and representation to which they would not otherwise have access so that they can better assert their rights.
3. Provide a high quality, independent advice service which is free to users.
4. Reduce poverty and improve people’s sense of health and well-being and promote independence for disabled people and their carers through the provision of welfare law advice.
5. Promote equality and the active challenging of discrimination through legal advice and representation.

Overall Responsibility

We are seeking proactive and organised volunteers, to assist with Triaging our incoming enquiries. You will be responsible for handling calls from people seeking to access our services, arranging appointments with our advisors and solicitors, as well as assisting with other administrative tasks that may come your way in our busy and exciting working environment.

Overall Tasks

* Receiving and following up on messages left by potential and existing clients.



* Triaging our incoming calls and emails to ensure that they go to the right staff members, or signposting people to get the advice and support they need elsewhere.
* Administrative tasks that support our advice workers and solicitors, such as scanning, photocopying, binding and archiving.
* Organising the administration of our post.

Person Specification

Key Skills:

* Strong communication skills, both face-to-face and over the telephone
* Good attention to detail
* Good note-taking skills
* Experience in using Microsoft Office (Word, Excel, and Outlook)
* IT Literacy
* Organisational Skills

Personal Attributes:

* Positive attitude
* Willingness to be patient in understanding people's situations
* Able to remain calm under pressure - our front office can get very busy, but support will always be on hand
* Understanding of and belief in our Service Aims

Commitment

We are asking that applicants commit to at least a full day a week from the hours of 10:00-16:00 (with a one hour lunch break), on either Monday, Tuesday, Wednesday, Thursday or Friday.

Application Process

Please apply by sending a CV to [recruitment@vauxhalllawcentre.org.uk](mailto:recruitment@vauxhalllawcentre.org.uk). Please also specify your availability when doing so. You will also be asked to fill in one of our Volunteer Application forms.