



## **Senior Information Line Officer**

### **Job Description**

#### **Reporting to the Legal Information Development Manager**

#### **About FLAC**

FLAC is a human rights organisation which exists to promote equal access to justice. FLAC's vision is of a society where everyone can access fair and accountable mechanisms to vindicate their rights.

#### **FLAC Services to the Public**

FLAC provides a range of services to the public including a Telephone Information and Referral Line where callers are provided with basic legal information and FLAC Clinics in Citizens Information Centres throughout the country where volunteer lawyers provide basic legal advice. In 2019 FLAC assisted 26,995 individuals through its Information Line and Clinics.

The FLAC clinics have been temporarily suspended due to government restrictions. FLAC also recently established phone legal advice clinics for the public. The Telephone Information Line is inundated with callers during Covid-19.

#### **Overall responsibilities of the role**

The overall responsibilities of the role are to provide Legal Information on the Telephone Information and Referral Line, in particular, in either Employment Law or Family Law, and to develop information resources on Family Law and Employment Law which frequently arise on the Information Line.

#### **Responsibilities**

- 1. Providing Legal Information on the Telephone Information and Referral Line**
  - Take a lead on legal information provision on the Information Line in relation to Family Law and/or Employment Law
  - Provide guidance, direction and support to Information Line Staff on legal queries particularly in relation to Family and Employment Law
  - Ensure a quality service is provided to callers to the information line
  - Provide callers with an appointment to an appropriate legal advice clinic where appropriate
  - Refer callers to relevant organisations including the Legal Aid Board

- Respond to information queries received by e-mail
- 2. Information Resources Development**
- Develop frequently asked questions and resources in the area of Family Law or Employment Law
  - Ensure that phone line team are up to date on areas of law and practice concerning Family Law and or Employment Law
- 3. Administration**
- Maintain accurate records on Salesforce
  - Compile reports of activity as requested
  - Comply with FLAC's Health and Safety policies and procedures

Any other duties as reasonably may be required from time to time in connection with this post

## **QUALIFICATIONS, EXPERIENCE AND COMPETENCIES**

The successful candidate will have:

### **QUALIFICATIONS**

- A relevant degree
- A professional qualification as a Barrister or Solicitor, qualified to practice in Ireland

### **EXPERIENCE**

- Three years Experience of providing legal information/advice in the area of Family Law and/or Employment Law

### **COMPETENCIES**

- Excellent interpersonal and communication skills
- Excellent IT skills with competency in competency in Microsoft Office (Word, Excel) and Salesforce
- Ability to work as part of a team

### **TERMS AND CONDITIONS**

This position is offered on a fixed-term contract for 2 years subject to funding.

### **HOURS OF WORK**

The hours of work for this role will be flexible but are envisaged to be 9am to 5pm Monday to Friday.

### **SALARY**

Salary will be commensurate with experience and will reflect the responsibilities of the role.

### **TO APPLY**

Please send CV and covering letter to [recruitment@flac.ie](mailto:recruitment@flac.ie) , setting out how you meet the criteria for this position on or before **Friday 30 October 2020**.