Job advertisement reference
QLD/705872

Role type
Temporary/Full time/Part time – 12 months. Please read 'More Information' for specific details relating to required hours and training

Classification
AO3

Salary
$42.84 - $47.53 per hour

Location
Brisbane

Contact
Simon Hay, Contact Centre Manager
(07) 3917 0806 or
Simon.Hay@legalaid.qld.gov.au

Closing date
Thursday 12 November 2026

Direct reports
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Our organisation

Legal Aid Queensland's vision is to be a leader in a fair justice system where people are able to understand and protect their legal rights. Our purpose is to provide quality, cost effective legal services to financially disadvantaged people throughout Queensland.

Our values

- Social Justice
- Respect
- Quality
- Cost effectiveness
- Accountability

The division

Legal Aid Queensland's Information, Advice and Partner Services provides high-quality legal information, referral and legal advice services to vulnerable and disadvantaged Queenslanders and plays a vital role in supporting and managing our preferred suppliers which are a statewide network of private providers that deliver legal services on behalf of Legal Aid Queensland.

Client information officer (Targeted)

Information, advice and partner services

This is an outstanding opportunity for a customer service professional to take on a demanding and rewarding role in a state-wide in-bound call centre. Established in 1997, Legal Aid Queensland's Client Information Services plays an important role in our state's justice system.

As a client information officer, you will help people identify their legal problems, explain their legal rights and responsibilities, and provide information about how to apply for a grant of legal aid. You will also assess whether people need further legal help and organise for them to be booked in for legal advice with a lawyer. All client information officers complete an extensive initial training program and participate in an ongoing training and development program to enhance their customer service and communication skills and improve their knowledge of the law and our legal system.

Key responsibilities:

- Manage all incoming calls to the organisation by identifying customer requirements and meeting these wherever possible over the telephone.
- Provide information by telephone about legal processes, Legal Aid Queensland guidelines and referral agencies.
- Participate in skill development processes, including call monitoring, on-the-job and group training.
- Help improve information databases by providing regular feedback on the information's appropriateness and use.
- Create and maintain a positive and efficient organisational image by providing outstanding client service by telephone or other means as required.

To apply for this role submit your application online via Smartjobs. Please provide:

- ✓ a cover letter (maximum 2 pages) addressing how you meet the Success criteria (Knowledge, skills and experience), in line with the "Key responsibilities".
- ✓ your resume/CV.

Other responsibilities

- Actively participate in team, process and service improvement activities and comply with corporate responsibilities.
- Model the values of respect, quality and accountability.
- Maintain a high standard of practice through governance and risk management.
- Foster an inclusive workplace where inclusion, diversity and wellbeing are promoted and prioritised.
- Demonstrate behaviours and actions that uphold the rights, safety and wellbeing of ALL children and young people and comply with LAQ's Child Safe Code of Conduct, Child safety and wellbeing policy and related procedures.

Success criteria

Knowledge, skills and experience

- You have experience in a call centre or customer service environment, can use information technology systems (eg. Microsoft Office) and learn organisation specific programs.
- You are willing to learn and apply new knowledge in the workplace and have sound literacy skills and computer skills.
- You can communicate a clear and succinct manner, can explain information using language that is appropriate for the audience, stay calm in difficult situations and treat people with respect and courtesy.

Other competencies

Legal Aid Queensland applies the Leadership competencies for Queensland. We recognise that leadership is a part of every role regardless of classification level or management responsibilities. This role is mapped to the "Individual Contributor" profile. The competencies most relevant to this role are:

- **Results-** You build and sustain positive relationships.
- **Results-** You are accountable for providing quality services and pursue continuous improvement in your work and outcomes.
- **Accountability-** You are responsive to guidance and performance feedback and seek opportunities for development.
- **Vision-** You demonstrate resilience, flexibility and embrace change.

Mandatory requirements or special conditions

This position has an extensive training program, appointees will be required to successfully complete the training to become an accredited Client Information Officer.

This is Regulated employment which includes providing services to people under 18 years of age. Confirmation of employment is conditional upon the preferred applicant being issued with a valid Queensland Working with Children Clearance (Blue Card) which will be linked to Legal Aid Queensland prior to commencing in the role. Please refer to the Blue Card Services website for further information.

More information

- **Multiple positions available on a temporary full time or part time basis, commencing 11 January 2027.**
- **Part-time options:**
  1. Monday, Wednesday, Thursday and Friday
  2. Monday, Thursday and Friday
- **Full-time: 9-day fortnight, working Monday to Friday with a rostered day off (RDO) every second Tuesday.**
- **You will be required to work set shifts, rostered between 8.15 am and 4.45 pm weekdays according to client demand and operational requirements.**
- **A three (3) week full time induction training will be required upon successful appointment.**
- Successful candidates will be subject to a 6-month probationary period.
- You will be assessed against the Success criteria (Knowledge, skills and experience) and also the Leadership competencies for Queensland.
- Applications will remain current for up to 12 months and may be considered for other vacancies (identical or similar) including with an alternative employment basis (permanent, temporary, full-time or part time).
- Legal Aid Queensland embraces diversity and encourages applications from people with disability. We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace. Please contact careers@legalaid.qld.gov.au for support to ensure an equitable, barrier-free application process.
- A criminal history check and serious disciplinary history check will be undertaken for this position on the recommended applicant/s due to the nature of the work involved.
- Legal Aid Queensland (LAQ) is a Child Safe Organisation with a zero-tolerance policy towards child abuse.
- The appointed applicants will be required to disclose relevant conflicts of interest prior to or on commencement and throughout their employment and disclose any employment as a lobbyist in the preceding two years.
- In this role you may be exposed to traumatic material or traumatic events. This may include reading, hearing, or seeing accounts, photos, videos or other material related to traumatic events. The material may be unexpected, confronting, explicit, graphic, distressing, and/or offensive. Staff may also be required to engage with people who have and may continue to experience traumatic events that may be confronting and/or distressing.
- Additional information, including our organisation structure and Applicant Information Kit, is available from LAQ's website.