



JOB DESCRIPTION

LEGAL AID WESTERN AUSTRALIA

Administration Officer/Paralegal

Level 1 or 2 – Legal Practice Development Division

East Kimberley Regional Office

Kununurra

Job Description

Working in a regional office this role comprises a mixture of administrative, secretarial and office management responsibilities, coupled with paralegal duties. This will include booking appointments to see a solicitor or paralegal or referring the client to an appropriate service dependent on the matter.

About Legal Aid Western Australia

Legal Aid WA provides legal assistance services across Western Australia and the Indian Ocean Territories. We serve the broader community by providing information and legal advice with a focus on the prevention and early resolution of legal problems. We prioritise more intensive services, such as representation and mediation, to those who need them most. Legal Aid delivers through a network of offices, Virtual Offices, outreach locations and private lawyers across the State. We have a statutory duty to deliver legal aid in the most effective, efficient and economical manner. Legal Aid WA reports to the State Attorney General.

Our Vision, Mission and Values

Vision

Equitable access to justice to support a fair and safe community.

Mission

To assist the community by providing quality and timely legal help to those who need our assistance.

Values

Making a difference: We're committed to helping people understand and protect their rights.

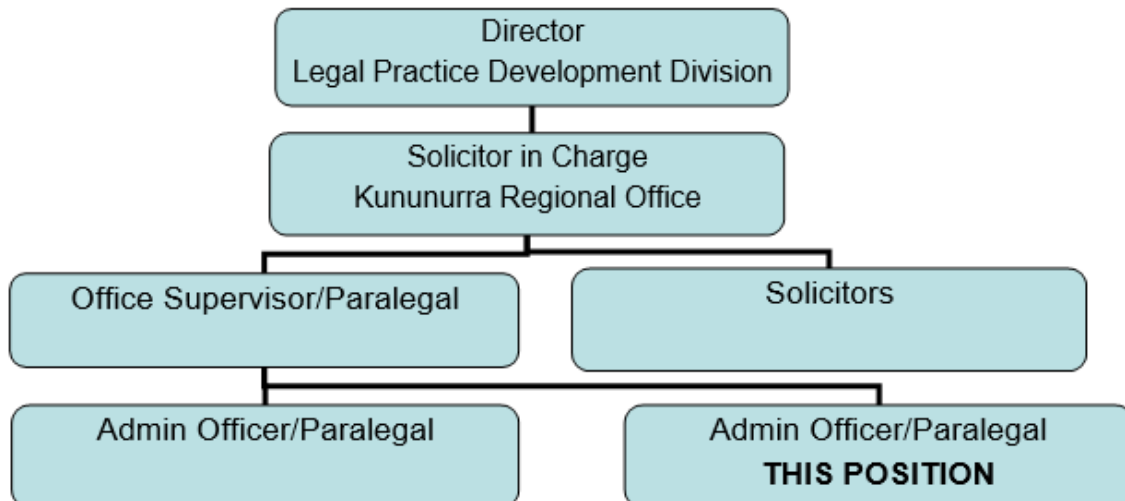
Client-centred: We put clients at the centre of everything we do.

Respect: We care about our clients and the community in which we live.

Innovation: We're committed to continuous improvement

Transparency: We are an open and accountable organisation.

Reporting Relationships



Scope of Duties

Depending on the location of the role, duties will include:

- Undertakes receptionist duties, provides secretarial/administrative support and assists with a variety of office management responsibilities (e.g. filing, distribution of incoming mail, booking interpreters, replenishing office supplies, updating library resources, etc.)
- Provides information telephonically and face to face, to the public and community-based agencies about courses of action, alternatives, options and possible consequences in a wide range of legal and non-legal matters.
- Works effectively as part of a small team.
- Refers clients requiring assistance to appropriate agencies or specialist services.
- Completes data sheets and maintains statistical data as required.
- Embraces the use of new technologies to support service improvements.
- Other duties as required.

Selection Criteria

ESSENTIAL

For appointment at level 1:

- Good interpersonal skills, with the ability to deal assertively and courteously with difficult or aggressive clients in a pressurised environment.
- Attention to detail and a high level of accuracy and thoroughness.
- Competent keyboard and computer skills, with experience in using databases.
- Good administrative and secretarial skills.
- Demonstrated ability to embrace the implementation and use of new technology in the workplace.

For appointment at level 2, all of the above plus:

- Ability to discern client needs and apply them to a legal framework.
- Demonstrated knowledge of community-based advice/support services legal systems, practices and procedures.
- Proven ability to produce templates and original documents on a computer.

ESSENTIAL REQUIRED CORE COMPETENCIES

These are essential criteria for appointment to all Legal Aid WA positions. Refer to the Core Competencies Matrix on our Web page under applying for a job at Legal Aid WA

- Committed to the principles of social justice.
- Values people, partnership and teamwork.
- Willingness to learn and share knowledge with others.
- Outcome and service focused.

QUALIFICATIONS / LICENCES

It is important that you set out clearly in your application a summary of your qualifications and attach a copy of relevant qualifications with your application.

- 'C' or 'CA' Class Western Australian Driver's Licence or equivalent. (Desirable)
- Completion of, or progress towards, a relevant post-secondary or tertiary qualification.

All appointments to Legal Aid Western Australia are subject to satisfactory National Police Certificate and 100 Point Identification Check.