

JOB DESCRIPTION FORM

Position title:	Administration Officer / Paralegal		
Classification:	General Division Level 1 or 2		
Roster:	Full-time (37.5 hours per week)		
Division:	Regional Services		
Business Unit:	Various *		
Reports to:	Solicitor-In-Charge – Specified Calling Level 5/6		
Direct reports:	0 FTE	Office location:	Various *

***Office locations:** Albany, Broome, Bunbury, Carnarvon (satellite), Christmas Island (satellite), Geraldton, Kalgoorlie, Karratha, Kununurra and South Hedland.

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 dependant on the matter.

About us

Legal Aid WA has one purpose: to see that the law protects all Western Australians regardless of poverty or disadvantage. We provide legal assistance services across Western Australia and the Indian Ocean Territories. We deliver those services through our offices in the metropolitan area and regional WA, Virtual Offices, outreach locations, and private lawyers across the State on our panels. We are funded by the State and Federal Governments, are governed by a Board of Commissioners, and we are accountable to the Western Australian Attorney General.

We are guided by our vision of providing equitable access to justice to support a fair and safe community, and we are driven by our values:

- Client centred
- Integrity
- Making a difference
- Innovation
- Respect

Scope of Duties

- Undertakes receptionist duties, provides 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

Only the criteria in bold must be addressed in applicant's written application and resume. These and the remaining selection criteria will be assessed through interview or alternative selection methods.

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 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 Core Competencies

These are essential criteria for appointment to all Legal Aid WA positions. Refer to the [Core Competencies Matrix](#) on our website.

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

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