

# JOB DESCRIPTION FORM

<b>Position title:</b>	Team Leader		
<b>Classification:</b>	General Division Level 4		
<b>Division:</b>	Early Intervention Services		
<b>Business Unit:</b>	Intake and Triage		
<b>Reports to:</b>	Manager Intake & Triage (17500205)		
<b>Direct reports:</b>	6 FTE	<b>Office location:</b>	Perth

## Job Description

To contribute to the provision of a quality service, through the effective management of a team of Paralegals and Information Officers. Development and delivery of staff and internal and external stakeholder training, ensuring the effective operation of referral arrangements and undertaking reporting and other higher-level administrative functions.

## 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

- Effective management of a team of Paralegals and Information Officers including in the context of a call centre, including training, performance appraisals and development of team members in their service delivery to clients.
- Ensuring equity in the distribution of work between team members and ensuring arrangements are in place to cover the planned and unplanned absences of staff on leave.
- Undertaking, facilitating and coordinating rosters, meetings, case conferences and debriefing sessions for team members where required.
- Assist with regular reporting and collection and compilation of statistical information and reports where required.
- The provision of advice to staff, practitioners and external stakeholders.
- Maintaining relevant policy and procedure manuals and legal resources.
- Assisting the Manager and Coordinator with project work.
- Other duties as required.
- **Resources:** Providing direct supervision to staff rostered on Infoline to enable them to effectively screen calls on a range of family, civil and criminal law issues and provide relevant information and referrals in a timely manner.
- **Referrals:** Assisting in the development and co-ordination of the day to day operations of a range of referral arrangements both internal and with external stakeholders to facilitate effective and efficient client pathways, including provision of information and training to support the operation of these programs.

## 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

- **Knowledge of eligibility guidelines applicable to grants of aid and other service options available to family, civil and criminal law clients.**
- Ability to lead and work in a team environment, including the ability to acquire and impart knowledge.
- **Well-developed interpersonal skills. Ability to communicate effectively, assertively and courteously with practitioners, staff and clients with challenging issues.**
- **Strong analytical, problem solving and decision-making skills, with the ability to discern client needs and apply them to a legal framework.**
- A good understanding of the law and legal proceedings within the Western Australian justice system.

- Competent keyboard and computer skills, with experience in using databases spreadsheets and template documents

### **Essential Core Competencies**

*These are essential criteria for all Legal Aid WA positions. Refer to the Core Competencies Matrix in the Application Guidelines.*

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

### **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.