

Position title:	Administration Officer / Paralegal		
Classification:	General Division Level 1 or 2		
Division:	Criminal Law		
Business Unit:	Criminal Law Practice		
Reports to:	Coordinator (19100201)		
Direct reports:	0 FTE	Office location:	Perth

Job Description

This role comprises a mixture of administrative, secretarial and office management responsibilities, coupled with paralegal duties. This will include attending the Magistrates Court, liaising with court welfare and other court officers, taking legal aid applications, data entry and booking appointments to see a solicitor.

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

- Provides general information, assistance and answers clients queries over the telephone relating to the Duty Lawyer Service.

- Facilitate internal and external email requests.
- Completes data sheets and maintains statistical data within set timeframes as required.
- Works effectively as part of a small team.
- Books client appointments and assists with a variety of administrative tasks, e.g. filing, distribution of incoming mail, replenishing resources.
- Embraces the use of new technologies to support service improvements.

For Level 2, all of the above plus:

- Attend the Magistrates Court to provide administrative support to duty lawyers and court welfare.
- Ascertains clients' needs and refers clients requiring assistance to appropriate agencies or specialist services, over the phone and in person.
- Provides secretarial support including digital dictation, creation of templates, drafting correspondence.
- 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 oral and written communication skills.
- Ability to work within a busy team environment with minimal supervision.
- Attention to detail and a high level of accuracy and thoroughness.
- Competent keyboard and computer skills, with experience in using databases. (High Priority)

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

- Good administrative and secretarial skills, including sound knowledge of Microsoft applications.
- Good interpersonal skills, with the ability to deal assertively and courteously with difficult or aggressive clients in a pressurised environment. (High Priority)
- 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.

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. (High Priority)
- Willingness to learn and share knowledge with others.
- Outcome and service focused. (High Priority)

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