

TEAM LEADER PARALEGAL

Position Number:	LPB032	Classification Level:	General Division, Level 5
Division:	Regulatory Services	Reports to:	Director Investigation and Legal
Team:	Investigation and Legal	Supervises:	3 FTE

Operational context

The Legal Practice Board (**Board**) is the primary designated local regulatory authority under the *Legal Profession Uniform Law (WA)*. The Board's mission is to be an effective, efficient and innovative regulator of legal services in Western Australia. Members of the Investigations and Legal team conduct investigations into serious and complex matters regarding the conduct of lawyers and law practices associated with complaints, disciplinary matters, suitability disclosures, unqualified legal practice, external interventions and compliance issues.

Role overview

The Team Leader Paralegal provides a range of senior paralegal services to support, guide and develop an efficient, resilient, well trained, responsive and professional support service to the Board's Investigation and Legal team. This role is also responsible for fostering a culture of continuous improvement and service excellence.

Key Accountabilities

- Leads the Paralegal team to deliver efficient, professional and responsive paralegal and support services to facilitate the operations of the Investigation and Legal team.
- Shares knowledge and delivers training to develop an efficient, knowledgeable, reliable paralegal and support service. Builds capacity by supporting and guiding staff through more complex issues.
- Works closely with the Investigation and Legal team to understand their requirements and deploys resources, systems and strategies to deliver those services.
- Develops processes and systems to ensure high standards of service, reviews data to identify trends and collaborates with Board staff to ensure a culture of continuous improvement and service excellence.
- As a senior Paralegal this role:
 - Provides professional paralegal and administrative support to the Investigation and Legal team.
 - Prepares and coordinates individual cases allocated to them, under the supervision and guidance of lawyers and investigators.
 - Exercises initiative to solve problems and progress matters.
 - Manages allocated caseload by prioritising activities to achieve deadlines.
 - Prepares tribunal and court documents, briefs, applications and general correspondence.
 - Files and serves signed documents and associated material in a timely manner.
 - Undertakes research and provides reports.
 - Maintains a high standard of professionalism in dealings with colleagues and stakeholders.
 - Actively participates as a team member in delivering services.
- Leads and contributes to the management of the Board's databases and systems including creating, storing, retrieving and tracking files to ensure accuracy and security of information.
- Establishes productive relationships with a range of external stakeholders and Board staff.
- Keeps staff informed on case progress.
- Works collaboratively with Board staff to share information and ensure the effective integration of services.
- Undertakes other duties as required.

Work related requirements

To be read in the context of the preceding sections of this document.

Essential

1. Experience in managing staff or working as a team leader.
2. Experience in providing paralegal and administrative support services.
3. Well-developed written communication skills with the ability to structure and present information clearly, accurately and succinctly. Well-developed verbal communication and listening skills.
4. Well-developed organisation and self-management skills with the ability to manage priorities and to work within set time frames.
5. Sound interpersonal skills with the ability to work collaboratively and to establish productive relationships with internal and external stakeholders.
6. Good problem solving and analytical skills with the ability to use initiative to solve problems.
7. Demonstrated resilience and a strong commitment to providing service excellence.

Reporting Relationships

Responsible for project-based resources allocated if required, including:

- 2 Paralegals
- 1 Administrative Officer

Our Values

Our values underpin everything we do, they guide the way we conduct our work, how we engage with each other and deliver services to our customers. The ability to demonstrate how you will apply our values is important to us.



Special Equipment/Requirements

Appointment subject to satisfactory National Police History Check and 100 point identification check.

Position Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

SIGNATURE

2 May 2025

EXECUTIVE DIRECTOR

DATE