

Position title/number:	Panel Support Officer		
Classification:	General Division Level 3		
Division:	Directorate		
Business Unit:	Standards & Engagement Unit (from 1 July 2026)		
Reports to:	Senior Engagement Officer (14600206)		
Direct reports:	0 FTE	Office location:	Perth

Job Description

The Panel Support Officer is responsible for managing enquiries from a diverse range of stakeholders including clients, practitioners, and external community service providers. This role also includes supporting the Standards & Engagement Unit with administration support and the Chief Integrity Officer as required.

The Panel Support Officer is often the first point of contact for new panel/list members and their administrative staff. This role is responsible for managing panel application enquiries, processing applications, and training panel members and their staff to navigate Legal Aid WA Connect.

This position is also responsible for building positive working relationships with private practitioners undertaking grant of legal aid work. The Panel Support Officer/Paralegal assists with agency-wide training and provides general panel administrative support.

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:

- o Client centred

- o Integrity
- o Making a difference
- o Innovation
- o Respect

Scope of Duties

- Provides high level administrative support to the Standards & Engagement Unit and the Chief Integrity Officer as required.
- Liaises with private practitioners in relation to their panel and list membership application, training and capacity to accept grant of aid work.
- Provides Legal Aid WA Connect training and support to current and new panel/list members and their administrative staff.
- Works with internal stakeholders such as the grants and CRM teams to streamline processes and improve user experiences.
- Liaises with the LPBWA regarding practising certificates and clearances as required.
- Completes data sheets, maintains statistical data as required and maintains accurate and timely records.
- Identifies trend analysis regarding panel memberships and works closely with the Senior Standards Officer as needed.
- Deals with confidential and sensitive information.
Provides high level support to the Standards & Engagement Unit team on audits, complaints and investigations.
- Fosters and promotes positive working relationships with internal and external stakeholders, including co-ordinating training events.
- 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

- **Highly developed verbal, written and interpersonal communication skills, which support your ability to build and sustain positive and effective workplace relationships.**
- **Highly developed knowledge of administrative information management practices such as Legal Aid WA Connect, together with the ability to provide training, support and advice to internal staff and external stakeholders.**
- Highly developed administration keyboard and word processing formatting skills, including advanced knowledge of Microsoft applications.
- Effectively self-manages, able to work autonomously and self-motivates.

- **Proven ability to exercise discretion and tact and maintain strict confidentiality.**
- Effective planning and organisational skills that support the achievement of planned outcomes.

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.

Desirable

- Knowledge of guidelines, policies and processes applicable to Legal Aid WA panel membership, audits, and compliance.

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