

## Regional Office Supervisor/Paralegal

Level 3 – 37.5 hours – Regions Division (75000206)

Bunbury Office

### Job Description

The Office Supervisor is responsible for coordinating and supervising day to day operations and contributes to the efficient and effective administration of all functions within the South West regional office. The position will also provide paralegal services under supervision.

### About Legal Aid Western Australia

Legal Aid Western Australia provides information and resources to assist the community with their legal concerns, and offers a range of services aimed at target groups or individuals with particular legal problems. Through our regional offices and main office in Perth, and working in partnership with private practitioners and other service providers, we are committed to providing equitable access to services, regardless of regional and time constraints.

Assistance is designed to help people resolve their problems at the earliest opportunity, to improve their access to the law, to avoid unnecessary litigation, and to ensure that legal representation is in keeping with community expectations of fairness.

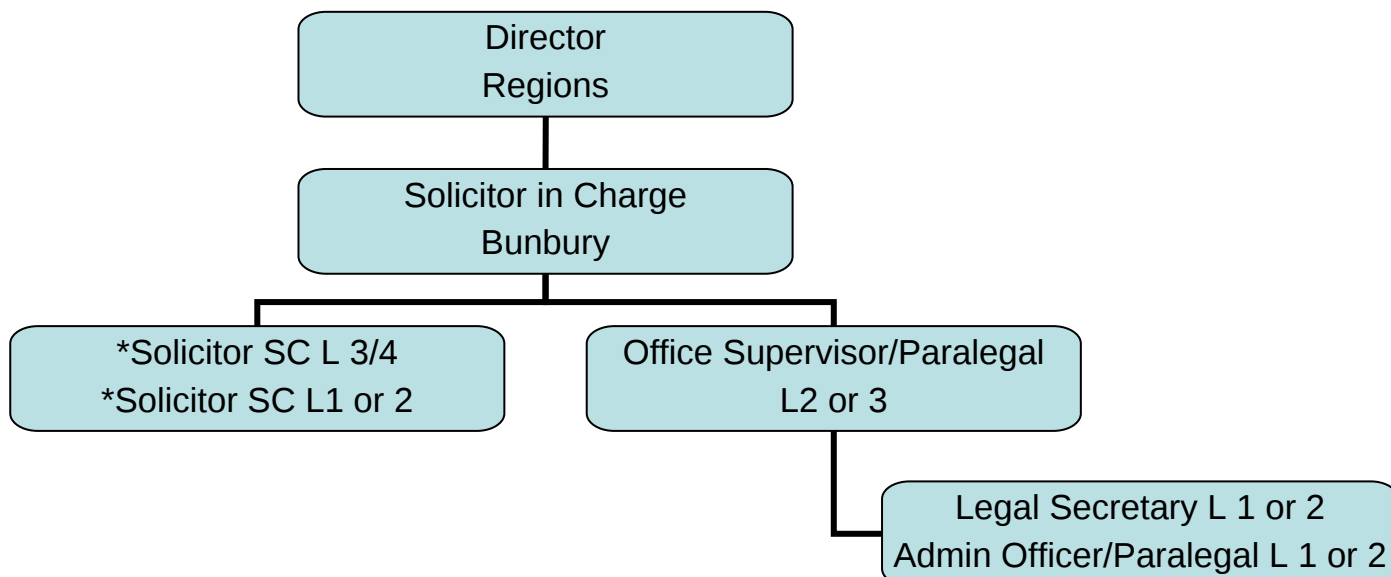
### Our Values

- Customer focus • Communication • Value and respect for staff • Accountability • Quality
- A vibrant and supportive culture • Value for money • Innovation and change • Integrity
- Social responsibility and social values

## Reporting Relationships

### Regions Division

Bunbury Office



\* The reporting structure detailed under the Solicitor-in-Charge of a Regional Office reflects a traditional office establishment. The levels and numbers of employed Solicitors may change from office to office.

## Scope of Duties

### REGIONAL OFFICE SUPERVISOR

- Supervise secretarial and administrative staff of the South West Regional Office and provide secretarial and administrative services to senior legal staff.
- Coordinate day to day operations and administration of all functions of the office, including the payment of accounts and instructing staff in relation to work practices and procedures.
- In conjunction with the Solicitor-In-Charge, organise the office diary/schedule including arranging duty lawyer and legal advice services, arrange travel and accommodation for circuit work, organise staff meetings and training sessions, etc.
- Develop and maintain networks with stakeholders to enhance client service delivery.
- Work with minimal supervision, effectively managing own time and competing work priorities

### PARALEGAL

- Under supervision, provide paralegal services as directed by the Solicitor in Charge including, for example, assistance on casework, legal advice and minor assistance.
- Enter applications for legal aid through Grants online for all jurisdictions, including processing of extensions of aid, accounts and requests for reconsideration and review.

- Liaise with staff, the private profession and the general public concerning the provision of Legal Aid.
- Provide 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.

## GENERAL

- Embraces and promotes the use of new technology to support service improvements.
- Coordinates the maintenance of library resources.
- Other duties as directed by the Solicitor in Charge.
- 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

- **Prior supervisory and staff training experience in a small team environment, preferably within a legal setting (High Priority)**
- **Highly developed oral and written communication skills, including the ability to communicate in plain English (High Priority)**
- **The ability to deal assertively and courteously with and discern needs of emotional or aggressive clients (High Priority)**
- **Demonstrated knowledge of community based advice/support services and legal systems, practices and procedures (High Priority)**
- Within a legal framework, an ability to analyse the legal problem and determine the appropriate legal service
- Awareness of Information Technology issues relevant to service provision in remote areas

## REQUIREMENTS FOR APPOINTMENT AT LEVEL 3, all of the above plus:

- To undertake more complex client work including the provision of information and minor assistance and/or other complex activities
- 12 months' experience of working within Legal Aid, or equivalent in similar work environment (High Priority)
- An understanding of legal practices and procedures in all relevant jurisdictions

## **ESSENTIAL REQUIRED CORE COMPETENCIES**

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

- 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)

## **DESIRABLE**

- Certificate II in Business Studies or equivalent tertiary qualifications

## **QUALIFICATIONS / LICENCES**

*It is important that you set out clearly in your application a summary of your qualifications and attach a copy of relevant qualifications with your application.*

- 'C' or 'CA' Class Western Australian Driver's Licence or equivalent. (Desirable)

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

## Remuneration Information

### Terms, Conditions and Benefits

- Permanent – Full Time. Bunbury Office
- Salary range: Government Officers' Salaries Allowances and Conditions Award 1989 / General Division Public Service and Government Officers General Agreement 2014 Level 2 \$59,172 - \$64,256 / Level 3 \$67,896 – \$73,717 gross per annum.
- Benefits: 9.50% employer superannuation contributions paid to GESB or the superannuation scheme of your choice. Annual leave loading up to a maximum of \$1761.80 gross per annum.
- Excellent salary packaging scheme. Subject to the requirements of relevant taxation legislation, rulings and determinations, employees of Legal Aid WA are able to salary package a percentage of base salary as a combination of “cash” benefit items. Non-cash benefit items include superannuation, lease of motor vehicle for private use, home mortgage payments, home rental payments, school fees, health and life insurance, living expenses and meal entertainment.
- Flexible work arrangements.
- Recently refurbished offices.
- 37.5 hours working week. 4 weeks annual leave per year. 15 days personal leave per year. 2 public service holidays per year (in accordance with Award provisions). Purchased leave arrangements may be available.