

**Coordinator – Standards, Compliance and Assessment
Level 5 – 37.5 hours per week – Client Services Division –
(14200334)
Perth Office**

Job Description

Develops standards and reviews mechanisms relating to specialist panels of legal service providers. Develops and implements frameworks to provide assurance that Assessors and practitioners are adhering to approved business practices in relation to applications for aid and that Legal Aid WA's case management standards are being met. Responsible for Division wide reporting framework and optimising staff, stakeholders and client management practices by developing, implementing and maintaining effective work flow systems and best practice procedures.

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.

Vision, Mission and Values

Vision

Equitable access to justice to support a fair and safe community

Mission

To assist the community by providing quality and timely legal help to those who need our assistance

Core Values

Making a difference We are committed to helping people understand and protect their rights

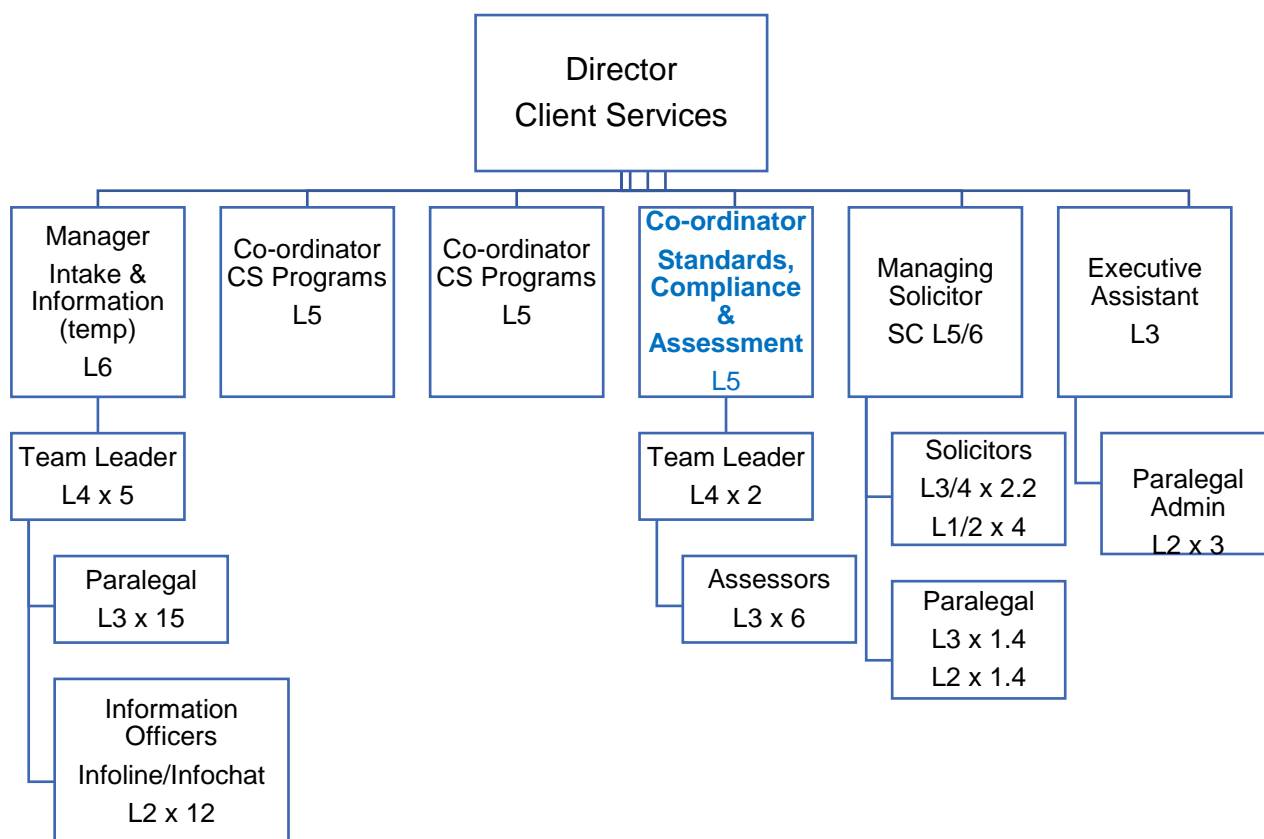
Client-centred We put clients at the centre of everything we do

Respect We care about our clients and the community in which we live

Innovation We are committed to continuous improvement

Transparency We are an open and accountable organisation

Reporting Relationships



Scope of Duties

- Works with the Assessing Team Leaders, Managing Solicitor and Divisional Director to optimise staff, stakeholders and client management practices by developing, implementing and maintaining effective work flow systems and best practice procedures.
- Responsible for the management of the Civil/Crime Team Leaders including performance management and development ensuring staff are working towards the delivery of Client Service objectives and fostering effective team work.
- Monitors budgets and identifies benchmarking strategies to evaluate the effectiveness of operations.
- Co-ordinates, produces and disseminates reporting requirements for the Client Services Division including: Divisional budgets, monthly Commission reports, Annual Report, State and Commonwealth income and expenditure and State and Commonwealth expensive cases
- Works closely with and engages internal and external clients to effectively analyse and translate Client Services based reporting requirements, developing report specifications in consultation with the Business Services Division.
- Works with Information Management staff to maintain, optimise and test relevant technology platforms and databases.

- Participates in external and internal management reporting working groups or projects, including active participation in whole of agency reporting initiatives as required on behalf of the Division.
- Proposes and develops quality standards, policies, procedures and guidelines relating to Client Services assessing and reporting and ensures these are in place and adhered to.
- Coordinates the delivery of Programs for Client Services, as required.
- Conducts project work, as required.
- 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

- **Knowledge of State and Commonwealth policies and priorities for granting aid.**
- Highly developed interpersonal and communication skills including the ability to impart knowledge.
- **Highly developed conceptual, analytical and reporting skills.**
- **Knowledge and understanding of risk management and quality assurance principles.**
- **Highly developed understanding of team dynamics.**
- Knowledge and understanding of the Western Australian justice system.
- Well-developed leadership and interpersonal skills. Ability to build constructive relationships at all levels and to communicate effectively, assertively and courteously with practitioners, staff and difficult clients.

ESSENTIAL REQUIRED CORE COMPETENCIES

These are essential criteria for appointment to 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.

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.

- Completion of or progress towards a relevant tertiary qualification **(Desirable)**
- '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

- Salary Range: Government Officers' Salaries Allowances and Conditions Award 1989 - Public Service and Government Officers CSA General Agreement 2017. General Division Level 5 - \$87,047 - \$95,994 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 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" and 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.
- Family friendly work environment, including a dedicated family room located at the Perth Office.
- Modern office space. End of trip facilities are available in most locations.
- 37.5 hour working week; four weeks Annual Leave per year; fifteen days Personal Leave per year (Sick & Carer's); up to two Public Service Holidays per year; options for purchased leave arrangements.
- Learning and professional development and study leave opportunities are available.
- Social Club, which operates from the Perth Office.