

## Administration Officer/Paralegal

### Level 1 or 2 – Criminal Law - Perth Office

#### Job Description

Working within the Criminal Law Division 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 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 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

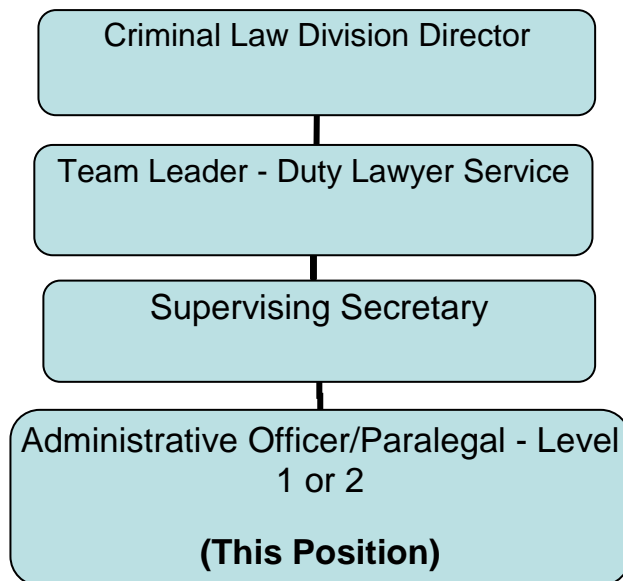
**Client-centred** We put clients at the centre of everything we do

**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

- 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. (High Priority)**
- **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 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. (High Priority)**

### 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

- Salary Range: Government Officers' Salaries Allowances and Conditions Award 1989 – Public Sector CSA Agreement 2019. Level 1, \$26,869 - \$60,376 gross per annum. Level 2, \$62,172 - \$67,256 gross per annum.
- 9.50% employer superannuation contributions paid to GESB or the superannuation scheme of your choice.
- Annual Leave Loading up to a maximum of \$1788.64 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” 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 full time working week.
- Leave entitlements include four weeks annual leave, personal leave, long service leave after 7 years. Options to purchase leave may be available.
- Fully subsidised annual CPD training and relevant professional memberships. In addition, learning and professional development and study leave opportunities are available.
- Social Club, which operates from the Perth Office.