

## Legal Secretary

Level 1 or 2

South West Regional Office (Bunbury)

### Job Description

The Legal Secretary works as part of a small busy team to assist the public who access our services in person at the front counter or over the telephone, on a range of legal matters. This involves undertaking a broad range of secretarial, reception and administrative tasks to support our team of lawyers in providing quality and timely assistance to our clients.

### 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

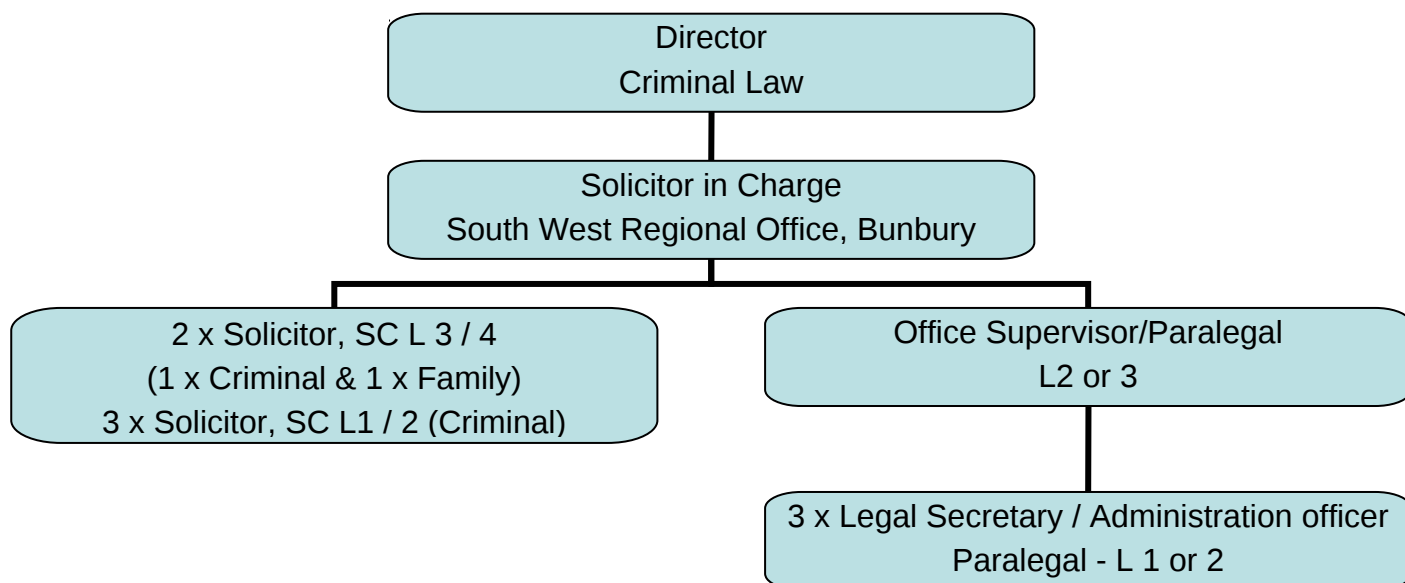
**Client-centred** We put clients at the centre of everything we do

**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

- Providing all aspects of secretarial and administrative support to our team of lawyers including word processing duties; typing of letters, minutes, court documents, dictaphone and/or copy typing.
- Making and coordinating appointments, follow up phone calls and liaising with clients and external parties such as the judiciary, court staff, police, legal practitioners, and other stakeholders.
- Handling, screening and referral of incoming telephone calls and front desk reception duties. Referring clients requiring assistances to appropriate assessors, agencies, or specialist services.
- Performing data input into the Legal Aid Office system and other data systems as directed.
- Handling all aspects of file management in accordance with Quality Practice Standards,
- Embracing the use and implementation of new technologies and systems to support service improvements.
- Works collaboratively with other team members, providing assistance as required.

### **For Level 2, all of the above plus:**

- Prepares simple legal documents unsupervised.
- Provides general information, assistance and answers clients' queries over the telephone and in person.
- Undertakes general operational duties including managing suppliers' accounts, purchase orders, training of staff and other duties required by the Manager.

## 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

- Accurate keyboard skills and a demonstrated knowledge of MS Word, including experience in copy typing and data entry.
- **Attention to detail and a high level of accuracy and thoroughness.**
- Ability to work within a busy team environment with minimal supervision.
- **Well developed communication and interpersonal skills and a proven ability to deal with people at all levels, particularly persons in a distressed or agitated state.**

### For Level 2, all of the above plus:

- **A minimum of 12 months secretarial experience preferably in a legal environment.**
- Proven ability to produce template & original documents on a word processor, including preparing court documents, fast and accurate dictaphone and/or copy typing skills.
- **Proven ability in assessing client needs and providing information to clients in a manner which displays high standards of customer service and a client centred focus.**

### DESIRABLE

- Paralegal Skills.

### ESSENTIAL REQUIRED CORE COMPETENCIES

*These are essential criteria for 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

- No tertiary qualifications are required for this role.
- '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 History Check 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, \$27,869 - \$61,376 gross per annum. Level 2, \$63,172 - \$68,256 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 \$1815.47 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.
- 37.5 hour full time working week – 8.30 am to 4.30 am Monday to Friday.
- Leave entitlements include four weeks annual leave, personal leave, long service leave after seven years. Options to purchase leave may be available.
- Learning and professional development and study leave opportunities are available.