

## Paralegal

Level 3 – 37.5 hours - Client Services Division

Perth Office

### Job Description

Paralegals at this level should demonstrate an understanding of the Western Australian legal framework and judicial system. Duties may include, under supervision; the provision of telephone, online and face-to-face information or advice in various client service areas of Legal Aid WA, including a prison environment, dispute resolution screening, assessment of applications for grants of aid, drafting of legal documents and relevant correspondence.

### 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

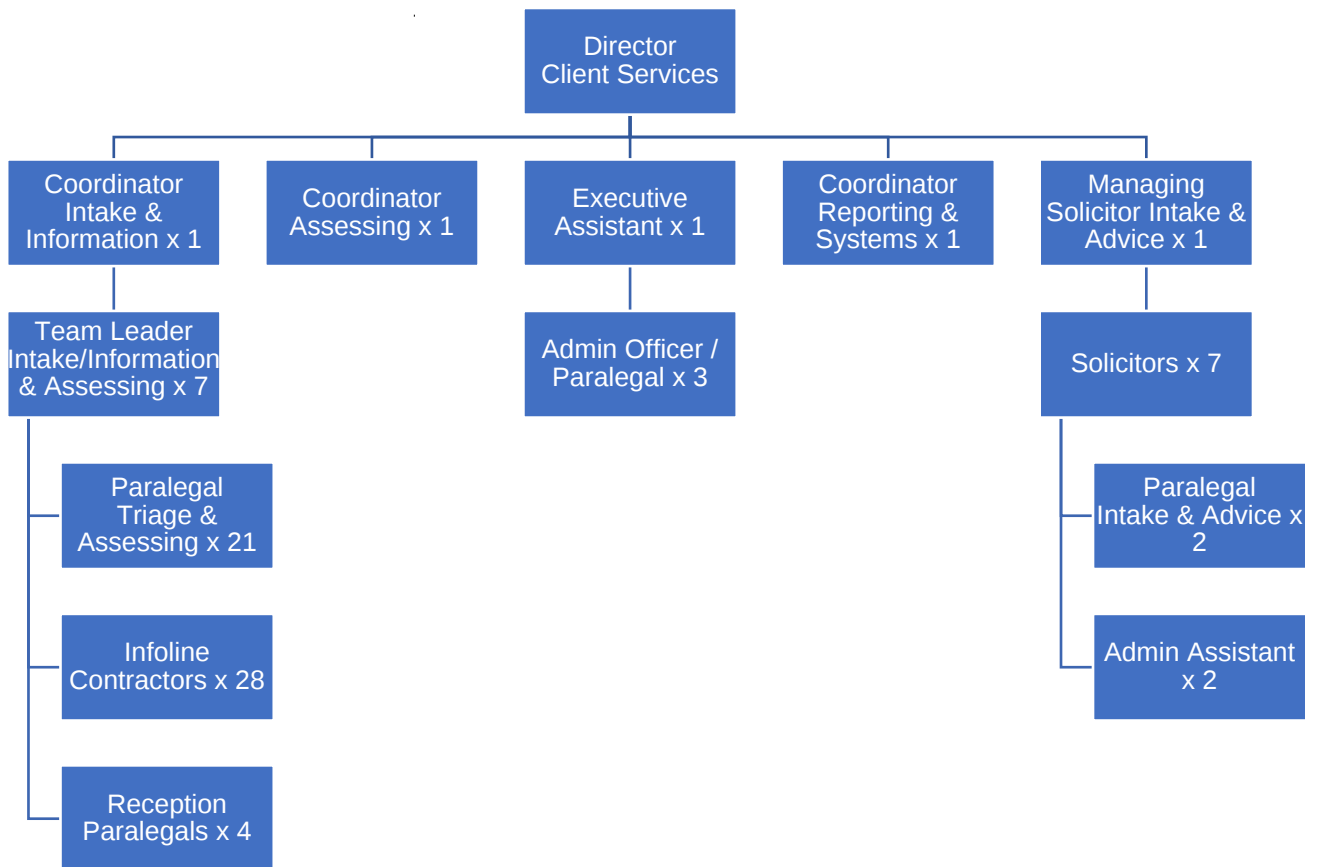
**Respect** We care about our clients and the community in which we live

**Innovation** We are committed to continuous improvement

**Transparency** We are an open and accountable organisation

## Reporting Relationships

### Client Services Division



NOTE: *FTE subject to change*

## Scope of Duties

Depending on the location of the role, these will include:

Provision, under supervision, of activities such as; evaluation and assessment of application of grants of aid for court representation and alternative dispute resolution; advice to clients face to face, online or by telephone; prison visiting services; paralegal support to solicitors; drafting of legal documents and relevant correspondence.

Applies analytical and decision-making skills to support appropriate courses of action for clients.

Undertakes file management, electronic time-recording and maintains statistical data as required.

Works with minimal supervision, effectively managing own time and competing work priorities.

Provides, by telephone or in person, information 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.

Undertakes special projects or other duties as required by the senior management group.

Liaises with staff, the private profession and the general public concerning the provision of legal aid.

Any other duties as required.

Paralegals may be required to rotate, where appropriate, through the various business units of Legal Aid.

## 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 oral and written communication skills, including the ability to communicate in plain English and maintain accurate and timely administrative records, advice records and file notes.**
- **The ability to deal assertively and courteously with, and discern needs of, emotional or aggressive clients.**
- **Demonstrated knowledge of Western Australian community-based advice/support services and Western Australian legal systems, practices and procedures.**
- **Within a legal framework, an ability to analyse the legal problem and determine the appropriate legal service.**
- **Ability to successfully work as part of a team**
- Competent keyboard and computer skills, with experience in using databases and template documents.

### 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

#### Permanent and Fixed Term opportunities

- Salary Range: Government Officers' Salaries Allowances and Conditions Award 1989 - Public Service and Government Officers CSA General Agreement 2017. General Division Level 3 - \$69,896 - \$75,717 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 \$1815.47 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.