

Coordinator Regions Level 5 (Business Services) Perth Office

Job Description

Legal Aid WA has seven regional offices throughout the State. Each office reports to a dedicated Division Director based in Perth. This role provides support and coordination to regional staff for operational business requirements including backfill, training, recruitment and housing. The Coordinator will assist the Regional Directors with policy, identifying trends and resourcing. This role supports the effective communication and liaison between the regional offices and Perth and with all relevant stakeholders.

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

Reports to Division Director.

No direct reports.

Scope of Duties

- Assist with the coordination of regional operational matters which may include regional office backfill relief, facilities, regions wide training and visits to the Perth office, security, workplace health and safety, data collection, budgets and targets. Undertakes general problem solving as required. Works with relevant business units on behalf of regional offices where matters have been escalated.
- Assist with regional recruitment activities. Provide support in recruitment processes and relocation to the regions.
- Work with regional offices to develop an induction program, both in the region and in the Perth office, for staff appointed to a regional office; to include development of an induction manual.
- Secure Government housing as required, in conjunction with HR and regional office staff. Maintain LAWA's regional housing portfolio to include future housing requirements. Liaise with the Department of Communities to resolve escalated maintenance matters where required. Administer invoicing for GROH properties and monitor budget.
- Coordinate the ongoing development of the regional offices by establishing strong networking frameworks across the organisation in order to identify and implement measures to continually improve service delivery capacity and share best practice in the regions. Maintain effective liaison, communication and working relationships with all relevant internal and external stakeholders.
- Administer Regional Executive Management Team meetings and other regional meetings as required and coordinate effective methods of communication between Regional Executive Management Team and regional office staff. Represent regional offices on LAWA committees as required.
- Identify and implement strategies to effectively support the administrative functions of Legal Aid WA's regional offices, ensuring best practice and consistency across offices for processes such as data collection, targets, budgets and administration; to include development of a regional manual.
- Support the Regional Executive Management Team to monitor outputs, identify trends and issues impacting on budgeted targets and produce reports to assist in the analysis.
- Work in collaboration with the Regional Executive Management Team and staff in regional offices to review and update annual Regional Service Delivery plans, ensuring they reflect the objectives of our First Nations Strategic Plan.
- Manage a centralised regional budget for expenses relating to plant and equipment.
- Assist regional offices and the Regional Executive Management Team to standardise regional policies and procedures, and undertake project work as required.
- Support regional staff with health and wellness initiatives.
- 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

- **Prioritise effectively with the ability to self manage and work autonomously. (High Priority)**
- **High level oral and written communication skills, with the ability to build constructive relationships at all levels. (High Priority)**
- Demonstrated analytical, decision-making and problem solving skills. (High Priority)
- Demonstrated planning and organisational skills including effective management of business unit resources. (High Priority)
- Demonstrated capacity to collect, analyse and store data and produce reports to support service delivery strategies.
- Willingness to travel to regional offices as required.

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. (High Priority)**
- **Willingness to learn and share knowledge with others. (High Priority)**
- Outcome and service focused. (High Priority)

DESIRABLE

- Experience working in a regional area.
- Project management experience.

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. Perth CBD.
- Salary Range: Government Officers Salaries Allowances and Conditions Award 1989 / Public Service Government Officers General Agreement 2021 – Level 5 \$90,047 to \$98,994 gross per annum.
- Benefits: 10% employer superannuation contributions paid to GESB. 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.
- Family friendly work environment, including a dedicated Family Room.
- Brand new office space in the CBD and access to end of trip facilities.
- 37.5 hour working week; four weeks Annual Leave per year; 15 days Personal Leave per year (Sick & Carer’s); 3 Public Service Holidays per year; options for purchased leave arrangements.
- 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.