

Regional Office Supervisor/Paralegal

Level 3 - Fixed Term Part Time (15 hours per week)

Christmas and Cocos (Keeling) Islands Regional Office

Job Description

The Office Supervisor is responsible for coordinating and supervising day to day operations, supporting the Solicitor/Manager and contributing to the efficient and effective administration of all functions within the Christmas and Cocos Islands regional office situated on Christmas Island. The position will also provide paralegal services under supervision.

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

Civil Division



Scope of Duties

Regional Office Supervisor

- Provide administrative and secretarial services to the Solicitor-In-Charge and other visiting solicitors, including booking appointments, filing intake sheets and updates to legislation, preparing intake sheets ready for appointments, and keeping all pamphlets, intake, and info sheets up to date and available in the office, among other similar tasks.
- Coordinate day to day operations and administration of all functions of the office, including liaison with other sections of LAWA to ensure uniformity of practices and procedures among other things, making purchases for the office and donga (Legal Aid WA accommodation on Christmas Island), supervising the cleaner for the office and donga, safety measures such as keeping the first aid kit complete, warden duty for the office and performing an annual workplace inspection, performing yearly asset inventory checks, booking motor vehicle for solicitor visits, advertising solicitor visits and checking the donga and its supplies where needed.
- In conjunction with the Solicitor-In-Charge, organise the office diary/schedule including arranging duty lawyer and legal advice services, arranging travel and accommodation where necessary for trips to the IOT, organising stakeholder meetings and community legal education sessions, etc.
- Develop and maintain networks with stakeholders to enhance client service delivery.
- Work with minimal supervision, effectively managing own time and competing work priorities

Paralegal

- Under supervision, provide paralegal services as directed by the Solicitor-In-Charge including, for example, assistance on casework, legal advice, and minor assistance.
- Complete applications for legal aid through Grants online or otherwise for all jurisdictions.
- Liaise with staff, clients, stakeholders, and the public concerning the provision of Legal Aid.

- Provide information by telephone and face-to-face, to the public and community- based agencies, about causes of action, alternatives, options, and possible consequences in a wide range of legal and non-legal matters. This includes assisting non-English speaking clients and other clients with a variety of forms, applications and enquiries and referral to appropriate services.

General

- Embraces and promotes the use of new technology to support service improvements.
- Coordinates the maintenance of library resources.
- Other duties as directed by the Solicitor-in-Charge.

Selection Criteria

Essential

- Prior administrative management experience in a small team environment, preferably within a legal setting.
- Highly developed oral and written communication skills, including the ability to communicate in plain English.
- The ability to deal assertively and courteously with and discern needs of emotional or aggressive clients.
- Within a legal framework, an ability to analyse the legal problem and determine the appropriate legal service.
- Awareness of Information Technology issues relevant to service provision in remote areas.
- To undertake more complex client work including the provision of information and minor assistance and/or other complex activities
- Demonstrated knowledge and understanding of workplace policies, practices, and procedures and how to apply these

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.

Desirable

- 12 months' experience of working within Legal Aid WA, or equivalent in similar work environment.
- An understanding of legal practices and procedures in all relevant jurisdictions.
- Demonstrated knowledge of community-based advice/support services and legal systems, practices, and procedures.
- Certificate II in Business Studies or equivalent tertiary qualifications.
- Fluency in Chinese and/or Malay languages, including ability to translate written documents from English into Chinese languages.
- NAATI Paraprofessional (PPI) or Professional Interpreter (PI) accreditation in Chinese or Malay languages.

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

- Fixed Term - Part Time
- Salary range: Government Officers' Salaries Allowances and Conditions Award 1989 - Public Service and Government Officers CSA General Agreement 2021. Level 2 \$64,172 - \$69,256 / Level 3 \$72,896 – \$78,717 gross per annum (pro rata)
- Benefits: 10.5% superannuation contributions paid to GESB or the superannuation scheme of your choice. Annual Leave Loading up to a maximum of \$1815.47 per annum.
- In accordance with the Award and Agreement staff based in regional areas may be entitled to the following allowances:
- A District allowance applicable to the locality.
- An additional five days annual leave allowance that accrues on a pro rata daily basis from commencement of service in the locality.
- 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.
- 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.