

Office Supervisor / Paralegal

Level 3 – 37.5 hours

South West Regional Office (Bunbury)

Job Description

The Office Supervisor is responsible for coordinating the day-to-day business operations of the busy South West Regional Office and contributing to the provision of a quality client centred legal service, through the effective leadership of the administration team. The admin team provide a broad range of secretarial, paralegal, and administrative support to seven lawyers as well as assisting the public, over the phone and in person, to access services relating to a range of legal matters. 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

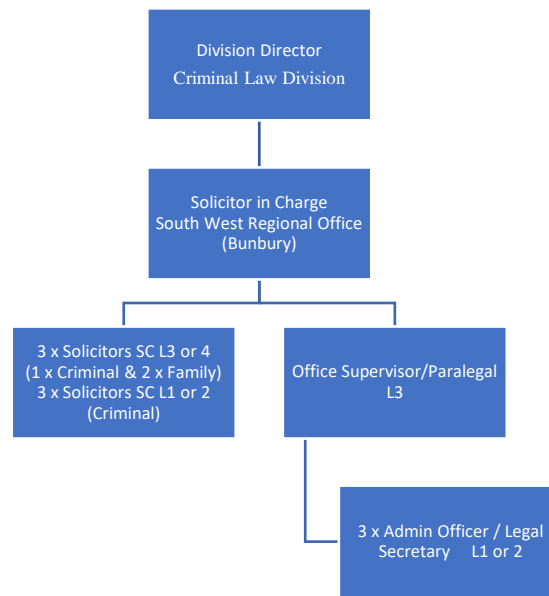
Respect We care about our clients and the community in which we live

Innovation We are committed to continuous improvement

Transparency We are an open and accountable organisation

Reporting Relationships

Regions Division



Reporting structure and FTE may vary depending on the location.

Scope of Duties

REGIONAL OFFICE SUPERVISOR

- Contribute to the delivery of quality legal services, through the effective leadership of an administration team of Legal Secretaries and Paralegal/Administration Officers.
- Undertake administration team member induction, training, development, and performance appraisals.
- Nurture team to work collaboratively together in a productive and supportive team environment.
- Prioritise team workload and coordinate workflow processes, to achieve positive client outcomes, and ensure work is actioned to the expected standard and in a timely manner. This includes streamlining day to day practices and monitoring allocation of work between admin team members.

- Arrange cover for planned and unplanned leave absences.
- Lead the team in carrying out administration team duties.
- Assist the public, in **FRONTLINE SERVICE DELIVERY**.
 - **Provide public intake and triage** through handling and screening a high volume of phone calls, email, and in person counter enquiries to determine clients' needs on a range of legal issues.
 - **Provide relevant information services and referral services to the public.**
 - **Support the public to access legal services provided by solicitors** by matching, referring, and connecting clients to legal services (duty lawyer, legal advice, minor assistance, and legal representation) relating to a range of legal practice areas. This includes capacity, eligibility and conflict checks.
- Assist solicitors to deliver legal services by providing **LEGAL PRACTICE SUPPORT** to seven lawyers through secretarial, legal assistant and paralegal duties.
 - Prepare Duty Lawyer court lists/paperwork; coordinate schedules; make/coordinate appointments; Dictaphone and/or copy typing; outside clerk, file and serve documents; receive/dispatch correspondence; communication and liaison with clients and other internal and external stakeholders (via email, phone, in person) relating to legal case matters.
- Carry out **INFORMATION HANDLING** to capture information/data relating to all legal assistance services provided by all SW LAWA team, and coordination of file management and legal resources (including library resources).
 - Perform data input; file management (including creating, closing, and archiving hard copies) in accordance with QPS; applying appropriate information and recording keeping practices; replenishing resources, sheets/forms; and maintain/update library resources.
- Assist with more advanced, complex, and sensitive Admin team duties and provide legal practice support and administrative services to Solicitor in Charge.
- In conjunction with the Solicitor-In-Charge, coordinate the **OFFICE SERVICE DELIVERY SCHEDULE** including arranging office diary and rosters for duty lawyer, circuit, prison appointments and visits, legal advice services; case conferences, dispute resolution conferences, stakeholder meetings, community outreach and legal education sessions, as required.
- Liaise with SW LAWA team, LAWA (Perth and other Regions), private practitioners, and stakeholders concerning the provision of legal aid services.
- Coordinate day to day administration of all functions of the office, through undertaking **GENERAL REGIONAL OFFICE OPERATIONS SUPPORT**: Venue hosting; Training (hosting,

approval, enrolment, payment, travel), Staff meetings (logistics, agendas, minutes); banking, petty cash, purchasing and managing supplier accounts, credit cards; cleaning, sanitising, shredding, bins; office policies and procedures; reporting and local support and coordination of - health and safety (inc. first aid, wardens, audits), equipment and asset inventory, building/fixtures (inc. tenant meetings), facilities, maintenance and servicing, security (incl. duress alarms), IT (incl. server, Videolink operational support, phones and iPads), Vehicles (incl. logbooks).

- Maintain relevant policy and procedure manuals.
- Develop and maintain networks with stakeholders to enhance client service delivery.
- Work autonomously with minimal supervision, effectively managing own time and that of the team to prioritise competing work demands in often high-pressure situations that might be time sensitive.

PARALEGAL LEGAL PRACTICE SUPPORT

- Under supervision, provide paralegal services as directed by the Solicitor in Charge including, for example, assistance on casework, legal advice and minor assistance.
- Enter applications for legal aid through Grants online for all jurisdictions, including processing of extensions of aid, accounts and requests for reconsideration and review.

GENERAL

- Embraces and promotes the use of new technology to support service improvements.
- Actively participate in team planning, service improvement and skill development activities.
- Assist the SIC with reporting and project work.
- Other duties as required.

Selection Criteria

Only the criteria in bold must be addressed in the applicant's written application through the response to the three questions. These and the remaining selection criteria will be assessed through the applicant's resume and interview, or alternative selection methods.

ESSENTIAL

- **Sound team leadership skills, preferably within a legal setting, and the ability to nurture a collaborative team environment.**
- Sound verbal and written communication skills, including the ability to communicate effectively and in plain English.

- Sound interpersonal and customer service skills, including the ability to interact confidently and courteously with people from diverse backgrounds and all walks of life, particularly persons with complex needs or presenting in a distressed state.
- Sound problem solving and decision-making skills, including the ability to discern client needs and apply them to a legal framework to determine the appropriate required assistance.
- **Sound organisational skills and attention to detail, including the ability to work under pressure and use initiative to prioritise the team's busy workload demands within time constraints.**
- Confident user of business technologies, including strong Microsoft Office skills and sound keyboard & formatting skills (fast and accurate Dictaphone and/or copy typing skills and ability to produce template & original documents).
- 12 months' experience of working within Legal Aid, or equivalent, in similar work environment.

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

- Experience working in a frontline service delivery role, preferably within a legal setting, with vulnerable and disadvantaged members of our community.
- Demonstrated knowledge of community-based advice/support services and legal systems, practices and procedures including understanding of legal terminology, legal issues and legal processes.
- Demonstrated knowledge and understanding of workplace policies, practices and procedures and how to apply these.
- Certificate II in Business Studies or equivalent tertiary qualifications

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. 8.30am to 4.30pm, Monday to Friday.
- Salary range: Government Officers' Salaries Allowances and Conditions Award 1989 - Public Service and Government Officers CSA General Agreement 2021. Level 3 \$72,896 – \$78,717 gross per annum.
- 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.
- 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 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.
- Learning and professional development and study leave opportunities are available.