

Administrative Officer/Paralegal

Level 2

Early Intervention Services

Perth Office

Job Description

At this level the Paralegal is required to deal with clients and provide legal information and advice within defined guidelines and timeframes. This may include booking appointments to see a Legal Aid Solicitor or Paralegal or referring the Client onto an appropriate service dependant on the matter.

In most business units the roles comprise of a mixture of administrative and secretarial responsibilities coupled with Paralegal duties.

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 nine 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

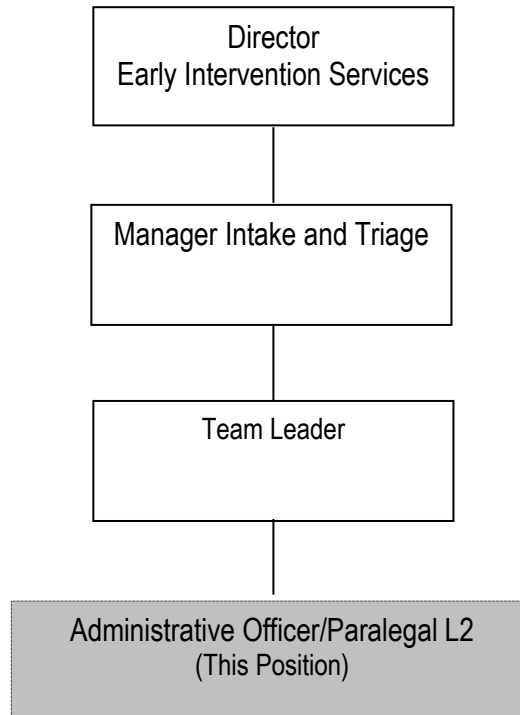
Respect – We care about our clients and the community in which we live

Innovation – We are committed to continuous improvement

Transparency – We are open and accountable organisation.

Reporting Relationships

Early Intervention Services



Scope of Duties

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

- Undertakes receptionist duties, provides secretarial/administrative support and assists with a variety of office management responsibilities (eg filing, distribution of incoming mail, booking interpreters, replenishes office supplies and resources, etc.)
- Provides information telephonically and face to face, 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.
- Refers clients requiring assistance to appropriate agencies or specialist services.
- Completes client data sheets and maintains statistical data as required.
- Other duties as may be directed/required.
- Paralegals will be required to rotate, where appropriate, through the various business units of Legal Aid.

Selection Criteria

These and the remaining selection criteria will be assessed through interview or alternative selection methods.

ESSENTIAL

- Good interpersonal skills, with the ability to deal assertively and courteously with difficult or aggressive clients in a pressurised environment.
- Ability to engage with vulnerable clients, ascertain their legal and non-legal issues and then prioritize them. (High Priority)
- Demonstrates some knowledge of legal processes, support and legal services available to the community, with a keen interest to develop further.
- Competent keyboard and computer skills, with experience in using databases.
- Attention to detail and a high level of accuracy and thoroughness.
- Demonstrated ability to embrace the use of new technology in the workplace.

ESSENTIAL REQUIRED CORE COMPETENCIES

These are essential criteria for all Legal Aid WA positions. Refer to Core Competencies Matrix in 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 post-secondary 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.