

## Administration Officer/Paralegal

Level 1 or 2 – Lawyers Engagement Network Division

East Kimberley Regional Office (Kununurra) – Position no. 78300202

### Job Description

Working in a regional office this role comprises a mixture of administrative, secretarial and office management responsibilities, coupled with paralegal duties. This will include booking appointments to see a solicitor or paralegal, or referring the client to an appropriate service dependant on the matter.

### 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

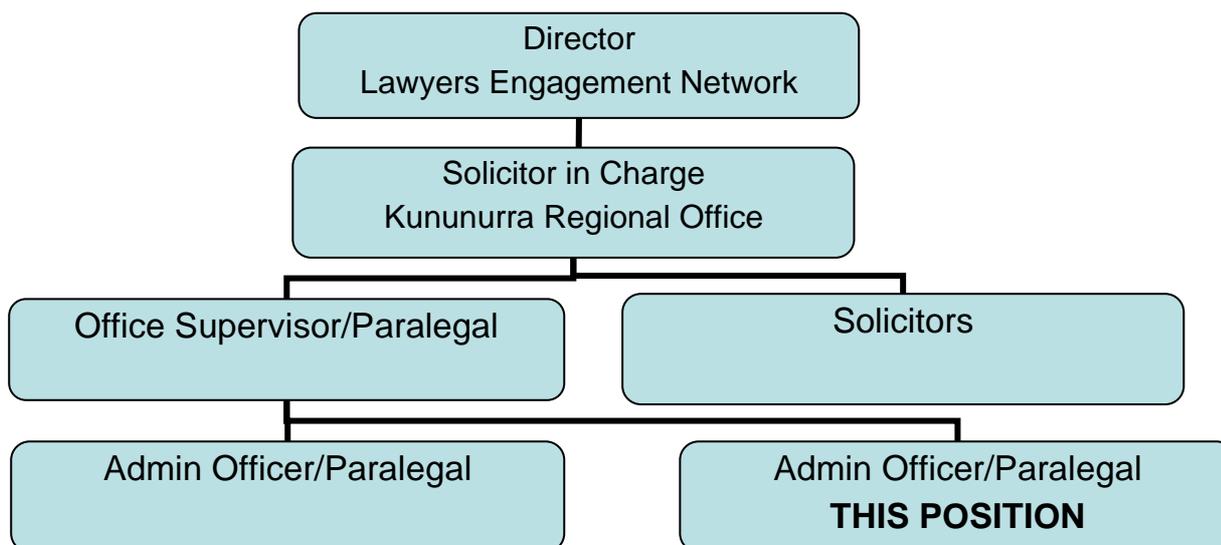
**Client-centred** We put clients at the centre of everything we do

**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



## Scope of Duties

**Depending on the location of the role, duties 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, replenishing office supplies, updating library 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.
- Works effectively as part of a small team.
- Refers clients requiring assistance to appropriate agencies or specialist services.
- Completes data sheets and maintains statistical data as required.
- Embraces the use of new technologies to support service improvements.
- Other duties as required.

## Selection Criteria

*All selection criteria will be assessed through interview or alternative selection methods.*

### ESSENTIAL

#### For appointment at level 1:

- Good interpersonal skills, with the ability to deal assertively and courteously with difficult or aggressive clients in a pressurised environment.
- Attention to detail and a high level of accuracy and thoroughness.
- Competent keyboard and computer skills, with experience in using databases.
- Good administrative and secretarial skills.
- Demonstrated ability to embrace the implementation and use of new technology in the workplace.

#### For appointment at level 2, all of the above plus:

- Ability to discern client needs and apply them to a legal framework.
- Demonstrated knowledge of community-based advice/support services legal systems, practices and procedures.
- Proven ability to produce templates and original documents on a computer.

### 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.*

- 'C' or 'CA' Class Western Australian Driver's Licence or equivalent. (Desirable)
- Completion of, or progress towards, a relevant post secondary or tertiary qualification.

All appointments to Legal Aid Western Australia are subject to satisfactory National Police Certificate and 100 Point Identification Check.