



JOB DESCRIPTION

LEGAL AID WESTERN AUSTRALIA

Coordinator - Advice and Virtual Office Services

Level 5 - 37.5 per week - Early Intervention Services Division

Perth Office

Job Description

Supports the Managing Solicitor in the provision of a quality service by effective co-ordination of program and project management tasks. Participates as a Senior member of the team to ensure the highest standards of service delivery are maintained to Legal Aid WA clients and service partners, by coordinating the delivery of the Advice and Virtual Office programs.

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 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.

About Advice and Virtual Office Services

Early Intervention Services provides a range of legal services within the Advice and Virtual Office teams. This includes:

- providing advice on Family Law matters that can extend to drafting letters and court documents, negotiations and may include limited court experience.
- Delivering advice using video technology (Virtual Office Program) by working in partnership with internal and external stakeholders. The Virtual Office Program uses video technology to increase access to justice for vulnerable clients within the Western Australian community. focus on identifying legal need and provide advice and assistance in areas of Family, Criminal and Civil Law matters.

Our 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.

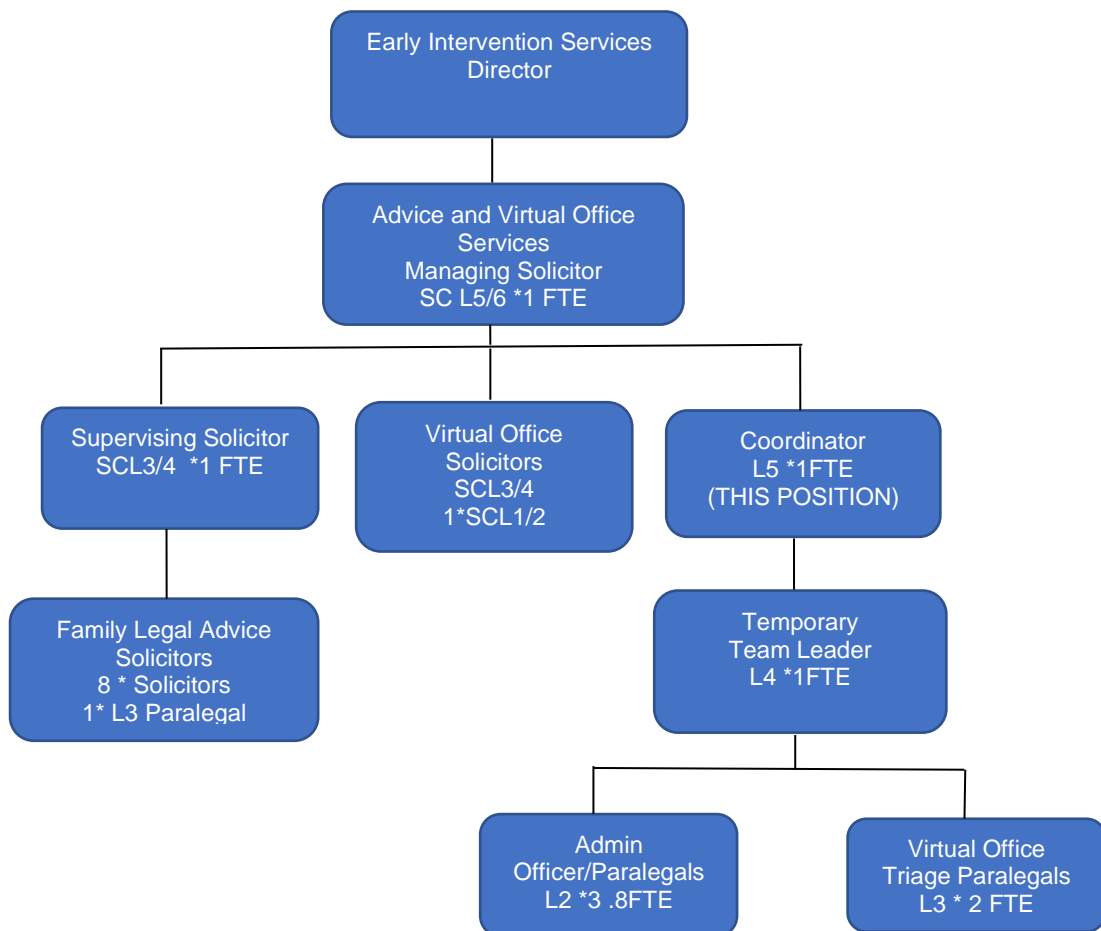
Respect We care about our clients and the community in which we live.

Innovation We are committed to continuous improvement.

Transparency We are an open and accountable organisation.

Reporting Relationships

Early Intervention Services (Family Legal Advice and Virtual Office)



Scope of Duties

- Works with the Managing Solicitor, Advice and Virtual Office Services to optimise staff, stakeholder, and client management practices by coordinating the development, implementation, maintenance and reporting of various Advice and Virtual Office Services based service programs and projects.
- Responsible for managing and supporting the Team Leader with promoting our objectives through effective management, supervision, and teamwork. Identifies program risks and suggests and implements improvements to the delivery of programs using project and program management principles.
- Identifies requirements, designs and co-ordinates Family Legal Advice and Virtual Office Services workshops and training for Early Intervention Services staff and a range of internal and external stakeholders as required.
- Co-ordinates the development, storage, maintenance and dissemination of knowledge and training resources for Family Legal Advice and Virtual Office Services staff, internal and external stakeholders as required.
- In conjunction with the Managing Solicitor, compiles discrete financial and output performance reports as needed, identifying, and monitoring emerging issues and trends in programs and compiling reports for funding bodies.
- Assists the Managing Solicitor to monitor the Family Legal Advice and Virtual Office Services budgets and identify benchmarking strategies to evaluate the effectiveness of programs and to report on same.
- Assists with contract management of relevant grants from the Commonwealth.
- Undertakes discrete parcels of work in response to requests at both a divisional and agency level including agency wide reviews and projects with specific Family Legal Advice and Virtual Office needs.
- Manages effective liaison, communication and working relationships with all relevant internal and external stakeholders.
- Assists the Managing Solicitor Advice and Virtual Office Services by providing advice and undertaking specific project work and other duties as required.

Selection Criteria

If requested, 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

- Well-developed leadership and interpersonal skills. Ability to build constructive relationships at all levels and to communicate effectively, assertively, and courteously with external stakeholders, practitioners, staff, and difficult clients. (High Priority)
- Strong planning and organisational skills including effective management of business unit resources and the ability to prioritise, self-manage and work autonomously. (High Priority)

- Strong analytical, problem solving and decision-making skills, with the ability to discern client needs and apply them to the Western Australia legal justice system framework. High Priority
- Ability to analyse business processes and to develop new and improved methods of operation. (High Priority)
- High level of knowledge and practical experience in the application of computer technology to workflow systems/practices. (High Priority)
- Knowledge of State and Commonwealth policies and priorities for granting legal aid.
- Knowledge and understanding of performance reporting techniques.
- A good understanding of the law and legal proceedings within the Western Australian justice system.

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)

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