

Administration Officer/Paralegal Level 2 Professional Standards and Integrity Unit Perth Office

Job Description

The Administration Officer/Paralegal is responsible for managing enquiries from a diverse range of stakeholders including clients, practitioners, and external community service providers. This role also includes supporting the Professional Standards and Integrity Unit and Chief Executive Officer as required.

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

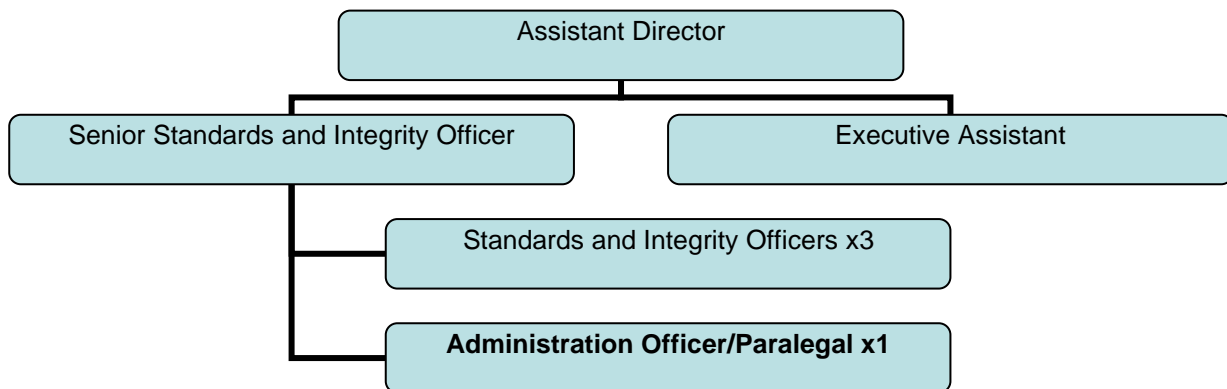
Respect We care about our clients and the community in which we live

Innovation We are committed to continuous improvement

Transparency We are an open and accountable organisation

Reporting Relationships

Professional Standards and Integrity Unit



Scope of Duties

- Provides administrative support, to the Professional Standards and Integrity Unit team and the Chief Executive Officer as required.
- Liaises with private practitioners in relation to their panel and list membership, application processes, training and capacity to accept grant of aid work.
- Provides support to the Professional Standards and Integrity Unit team on audits and investigations.
- Deals with confidential and sensitive information.
- Records and submits applications for legal assistance.
- Refers clients requiring assistance to appropriate agencies or specialist services.
- Completes data sheets, maintains statistical data as required and maintains accurate and timely records.
- Fosters and promotes positive working relationships with internal and external stakeholders.
- Embraces the use of new technologies to support service improvements.
- Assists with training events.
- Other duties as required.

Selection Criteria

If any of the criteria below are in bold only those bold criteria 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

- **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 prioritise them.**
- 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 appointment to all Legal Aid WA positions. Refer to the [Core Competencies Matrix](#) on our website.

- 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.

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