



JOB DESCRIPTION

LEGAL AID WESTERN AUSTRALIA

Standards and Integrity Officer – Professional Standards & Integrity Unit

Level 4 – 37.5 hours per week – Directorate – Perth Office

Job Description

The Standards and Integrity Officer is responsible for conducting file reviews, audits and investigations in relation to grants of aid. This includes managing files and investigations that are of a highly confidential and often sensitive nature.

During an audit or investigation, you will liaise with private practitioners as well as internal and external stakeholders. You will also have client contact with complainants and manage a heavy file load. This position assists with complex investigations, complaints and compiling detailed reports and briefs.

This position is also responsible for building positive work relationships with private practitioners undertaking grant of legal aid work. This includes assisting with training and providing general panel administrative support.

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 seven 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.

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

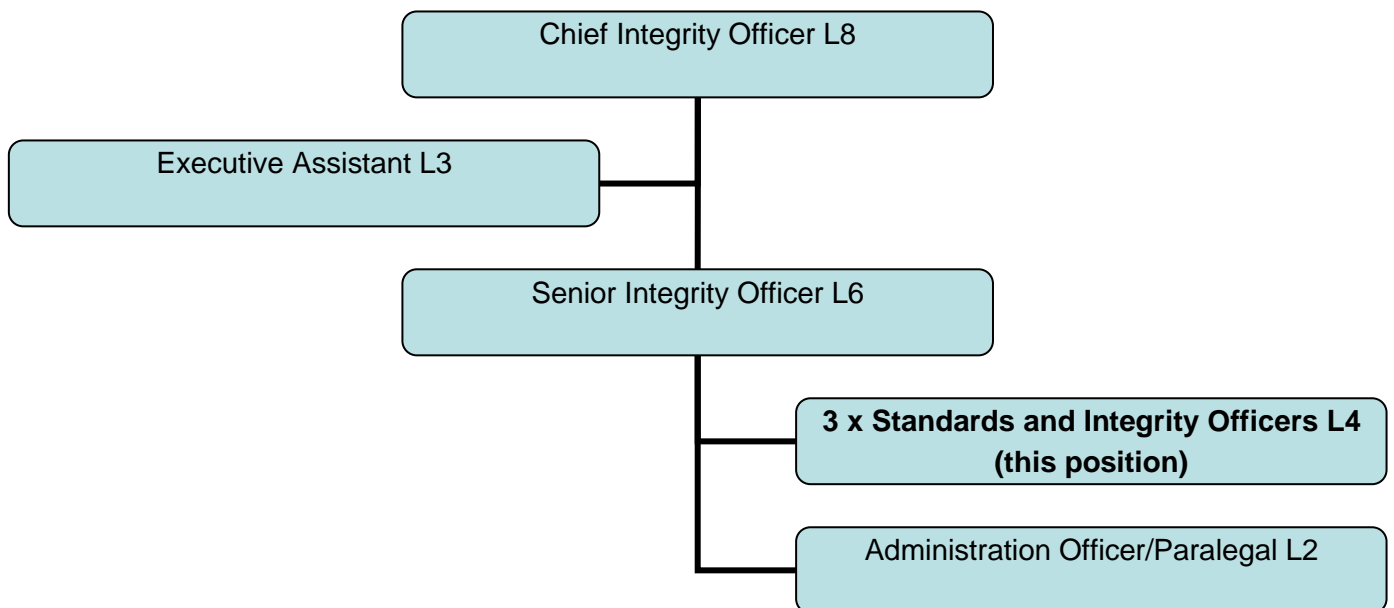
Respect We care about our clients and the community in which we live

Innovation We are committed to continuous improvement

Transparency We are an open and accountable organisation.

Reporting Relationships

Lawyer's Engagement Network



Scope of Duties

- Undertakes file reviews, audits or investigations to determine compliance with legislation and other relevant Legal Aid WA policies and procedures.
- Identifies issues of concern from file reviews or investigations and liaises with the Manager (Professional Standards & Integrity Unit) for ongoing management and resolution.
- Compiles detailed case reports for each file review, audit or investigation.
- Liaises with private practitioners or internal staff during audit and investigation periods.
- Investigates and responds to complaints from clients in relation to private practitioners.
- Assists with the day-to-day operations of panel management and provides administrative support for the panel and compliance team.
- Manages a heavy workload and priorities time effectively to meet deadlines.
- Maintains, and implements relevant policy and procedure manuals and resources.
- Assists with the development and delivery of training to internal and external stakeholders.
- Fosters and promotes positive working relationships with internal and external stakeholders.
- Assists with regular reporting, collection and compilation of statistical information and reports as required.
- 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

- **Strong analytical, investigation and decision-making skills.**
- **Ability to interpret and apply legislation, guidelines, policies and procedures.**
- **Ability to interact effectively with people, including complainants, and balance their needs and expectations in the course of undertaking an investigation.**
- High level of written communication skills, including the ability to prepare complex correspondence and reports.
- Competent keyboard and computer skills, with experience in using databases, spreadsheets and template documents.
- Ability to maintain accurate and timely records.

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.

DESIRABLE

- Knowledge of eligibility guidelines and costs rules applicable to grants of aid.

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.