



# **JOB DESCRIPTION**

LEGAL AID WESTERN AUSTRALIA

## **Administrative Officer/Paralegal**

**Level 1 or 2, Full Time, 37.5 hours per week**

**Regions & Special Services Division**

**South West Regional Office (Bunbury)**

### **Job Description**

Working as part of the busy South West Regional office team, this role comprises of a mixture of frontline service delivery (in-person and over the phone), administrative and secretarial responsibilities, coupled with paralegal duties. This may include booking appointments to see a Legal Aid Solicitor or Paralegal or referring the Client to an appropriate service dependant on the matter.

### **About Legal Aid Western Australia**

Legal Aid WA provides legal assistance services across Western Australia and the Indian Ocean Territories. We serve the broader community by providing information and legal advice with a focus on the prevention and early resolution of legal problems. We prioritise more intensive services, such as representation and mediation, to those who need them most. Legal Aid delivers through a network of offices, Virtual Offices, outreach locations and private lawyers across the State. We have a statutory duty to deliver legal aid in the most effective, efficient and economical manner. Legal Aid WA reports to the State Attorney General.

### **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.

#### **Values**

**Making a difference:** We're committed to helping people understand and protect their rights.

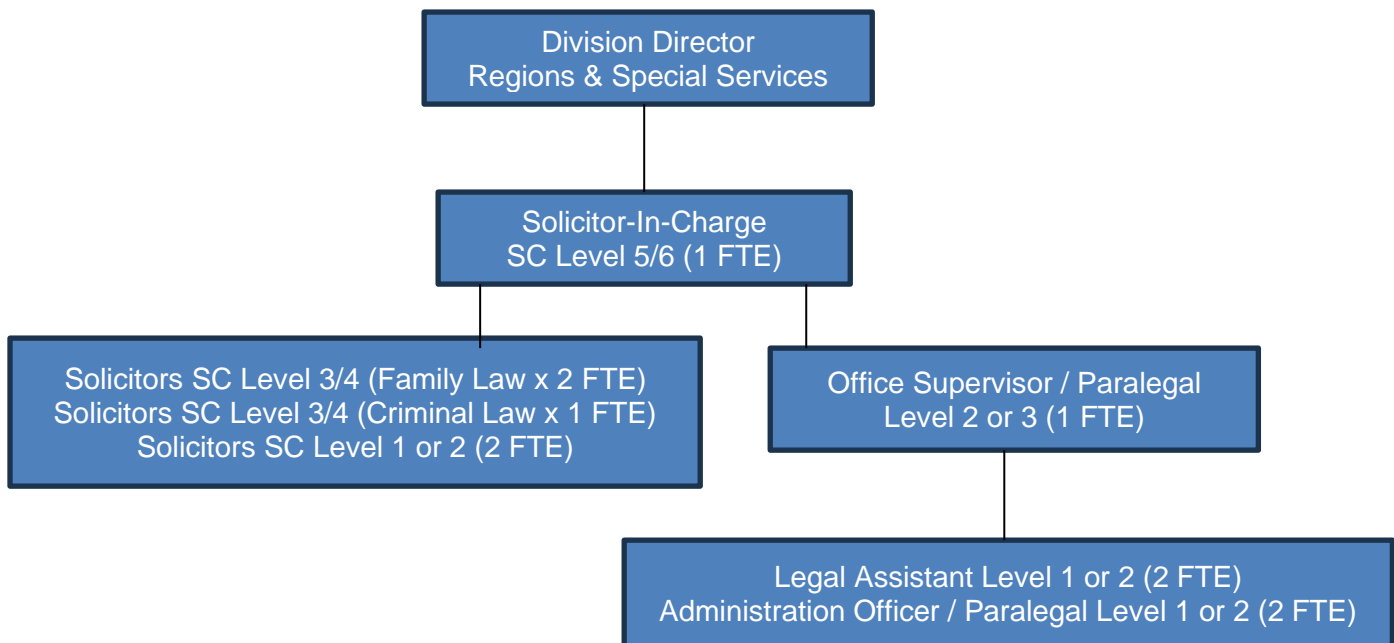
**Client-centred:** We put clients at the centre of everything we do.

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

**Innovation:** We're committed to continuous improvement

**Transparency:** We are an open and accountable organisation.

## Reporting Relationships



## Scope of Duties

- 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.
- Undertakes receptionist / front counter duties, provides secretarial/administrative support and assists with a variety of office management responsibilities (e.g. filing, distribution of incoming mail, booking interpreters, replenishing office supplies, updating library resources, etc.)
- Works effectively as part of a small team.
- 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

*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 distressed or agitated 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 clients' 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](#) 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.*

- Certificate II in Business Studies or a relevant post-secondary or tertiary qualification. (Desirable)
- 'C' or 'CA' Class Western Australian Driver's Licence or equivalent. (Desirable)

