

Administration Officer/Paralegal

Level 2

Perth Office

Job Description

At this level the Paralegal is required to deal with clients and provide legal information and advice within defined guidelines and timeframes. This may include booking appointments to see a Legal Aid Solicitor or Paralegal or referring the Client onto an appropriate service dependant on the matter.

In most business units the roles comprise of a mixture of administrative and secretarial responsibilities coupled with Paralegal duties.

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.

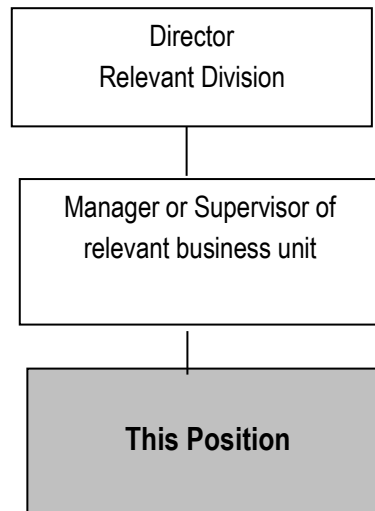
Client-centric: We put clients at the centre of everything we do.

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

Depending on the location of the role, these will include:

- Undertakes receptionist duties, provides secretarial/administrative support, and assists with a variety of office management responsibilities (e.g. filing, distribution of incoming mail, booking interpreters, replenishes office supplies and 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.
- Refers clients requiring assistance to appropriate agencies or specialist services.
- Completes data sheets and maintains statistical data as required.
- Paralegals will be required to rotate, where appropriate, through the various business units of Legal Aid.
- 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 discern client needs and apply them to a legal framework.
- Demonstrated knowledge of community-based advice/ support services and legal systems, practices and procedures.
- 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.

- Completion of or progress towards a relevant post-secondary tertiary qualification **(Desirable)**
- '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.

