

JOB DESCRIPTION FORM

Position title/number:	Legal Assistant		
Classification:	General Division Level 1 or 2		
Roster:	Full-time (37.5 hours per week)		
Division:	Various (see below) *		
Business Unit:	Various		
Reports to:	Varies depending on Division & Business Unit		
Direct reports:	0 FTE	Office location:	Perth

* **Divisions:** Civil Law, Criminal Law, Family Law, Lawyers Engagement Network.

Job Description

This position is responsible for various secretarial and administrative duties, which can include being the first point of contact with the public who access Legal Aid WA's services. The role includes but is not limited to, typing, data entry, file management, reception work, dealing with court documents and all aspects of secretarial services.

About us

Legal Aid WA has one purpose: to see that the law protects all Western Australians regardless of poverty or disadvantage. We provide legal assistance services across Western Australia and the Indian Ocean Territories. We deliver those services through our offices in the metropolitan area and regional WA, Virtual Offices, outreach locations, and private lawyers across the State on our panels. We are funded by the State and Federal Governments, are governed by a Board of Commissioners, and we are accountable to the Western Australian Attorney General.

We are guided by our vision of providing equitable access to justice to support a fair and safe community, and we are driven by our values:

- Client centred
- Integrity
- Making a difference
- Innovation
- Respect

Scope of Duties

- Carries out all aspects of word processing duties and provides administrative support including typing letters, minutes, court documents where appropriate, digital dictaphone and copy typing, handling and screening of telephone calls and facsimile communications, and reception duties.
- Performs data input into the Legal Aid Office system and other data systems as directed.
- Handles all aspects of file management in accordance with Quality Practice Standards.
- Refers clients requiring assistance to appropriate assessors, agencies or specialist services.
- Provides relief work as required and assists generally as directed.
- Embraces the use of new technologies to support service improvements.

For Level 2, all of the above plus:

- Prepares simple legal documents unsupervised.
- Provides general information, assistance and answers clients' queries over the telephone and in person.
- Undertakes general operational duties including managing suppliers' accounts, purchase orders, training staff and other duties required by the Manager.
- Other duties as required.

Selection Criteria

Only 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

- Accurate keyboard skills, including data entry experience and knowledge of MS Word.
- Good numerical skills.
- Ability to work within a busy team environment with minimal supervision.
- **Well developed communication and interpersonal skills and a proven ability to deal with people at all levels, particularly persons in a distressed or agitated state.**

For Level 2, all of the above plus:

- **A minimum of 12 months secretarial / administrative experience preferably in a legal environment.**
- Proven ability to produce templates & original documents on a word processor.
- Understanding of legal terminology.
- **Proven ability in providing information to clients and assessing client needs.**

Essential 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.