

*Purpose: People in the community experiencing disadvantage are provided accessible legal and social justice services*

*Values: Working Together | Adaptability | Compassion | Commitment | Diversity | Respect | Integrity | Fairness*

## **Paralegal**

### **Position Information**

<b>Position:</b>	Paralegal
<b>Duration:</b>	Ongoing
<b>Hours of Work:</b>	Full Time – 38 hours pw
<b>Reporting To:</b>	Principal Solicitor; and Finance & Administration Manager
<b>Position Description Review Date:</b>	Annually, or as required

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### **Overview & Purpose of Position**

The Paralegal is engaged to work effectively and co-operatively with all of the Centre's workers to further the goals of the Centre, and across all of its service programs as required.

This includes:

- undertaking client intake
- providing information and referral services
- undertaking data entry filing and other clerical, administrative and similar functions
- assisting with legal advice, minor legal task work and ongoing casework
- assisting with community and legal education, awareness raising, networking and promotional work
- assisting with law reform and social policy work
- assisting with other work functions/activities as required from time to time

and across each of the Centre's service programs as required.

This includes carrying out paralegal, quasi secretarial, clerical, administrative and other support to assist professional and other staff; and working closely with staff to further the effective and efficient operation of the Centre.

### **Qualifications and Prerequisites**

There are no qualifications required for this role.

### **Reporting and Accountability**

The Paralegal is supervised by and reports directly to the Centre's Principal Solicitor, and Finance and Administration Manager.

### **Qualities**

Must demonstrate conduct and behaviour that reflects the Centre's values.

### **Essential Knowledge, Skills and Abilities**

Working under supervision and direction from the Centre's senior and other employees, the Paralegal is required to undertake a range of duties and work functions/activities requiring:

- A commitment to working co-operatively with fellow staff and management to further the goals of the Centre
- Good written and oral communication and interpersonal skills, enabling you to work co-operatively, collaboratively and effectively with the Centre's management, staff and volunteers as well as the Centre's various stakeholders
- High level computer skills, including Microsoft office and excel
- Knowledge of organizational programs, policies and activities
- Sound discipline knowledge gained through experience, training or education
- Knowledge of the role of the organization and its structure and functions
- Undertaking of activities which may require exercise of judgement and/or critical knowledge and skills where procedures are not clearly defined
- Performance of duties requiring the development of expertise over time or previous knowledge
- Provide administrative support of a complex nature to senior employees
- Administer records management
- Undertake computer operations requiring technical expertise
- Responsibility for various functions within your work area
- Otherwise undertake duties and functions and exercise knowledge, skills and experience characteristic of an employee at your level as required.

### **Duties of the Position**

To undertake the following across each of the Centre's service programs as required:

#### *Clerical and Administration Support*

1. To providing clerical and administrative support including:
  - a. Attending to telephone and reception enquiries
  - b. Carrying out administrative tasks associated with supporting the Centre's internal processes
  - c. Administrative tasks associated with the Centre's day-to-day activities and events
  - d. Updating the Centre's client databases and records
  - e. Copying, faxing, filing, scanning and emailing
  - f. Maintenance of Centre's administrative systems
  - g. Other administrative tasks as directed.
2. Sharing the administrative and other support functions relating to provision of the Centre's Duty Lawyer and Outreach Services, including attending at those locations when required.
3. Sharing the administrative and other support functions associated with the Centre's evening Service, including attending at that service when required.

#### *Information and Referral Services*

4. Providing information services as required, including completion of accompanying core datas and other materials as required.
5. Providing referral services, including to establish and maintain an up to date knowledge of key referral points; identify key referral needs of clients, and link clients to those referral points; together with completion of accompanying core datas and other materials as required.

#### *Advice and Casework*

6. To assist professional staff who are undertaking client work by providing paralegal, quasi secretarial, clerical, administrative and other support to those workers, including:
  - a. Drafting, preparing and editing standard and other letters to clients including any accompanying core datas as necessary
  - b. Opening and closing files, including any accompanying core datas, letters of engagement, file close letters as necessary
  - c. Any administrative tasks associated with managing hardcopy and electronic client files, including filing and data entry as required
  - d. Handling of client casework and other enquiries
  - e. Liaison with government agencies, non-government service providers, professionals and

- f. other stakeholders to assist with the conduct and progress of client casework matters
- f. Taking client instructions including to assist with preparation of documents, court forms and other documents
- g. Drafting, preparing and editing of documents including file notes, letters, statements, court documents, forms and other documents
- h. Calendar management and appointment arrangements relating to casework clients
- i. Any other paralegal, quasi secretarial, clerical, administrative and other support associated with client work undertaken by professional staff as directed.

*Community legal education, awareness raising, promotional work, networking, service development and related activities*

7. To assist professional and other staff prepare and develop community education, awareness raising, publicity, promotional and related resources and materials (such as PowerPoint presentations, handouts, fact sheets, articles, editorials; and other resources and materials as required), including:
  - a. Undertaking legal or other research
  - b. Typing and formatting
  - c. Printing and compiling materials
  - d. Any other paralegal, quasi secretarial, clerical, administrative and other support as required.
8. To assist professional and other staff with making arrangements for the delivery of community education, awareness raising, publicity, promotional and related activities (such as talks, presentations, workshops and other group activities, radio sessions, stalls, meetings; and other activities as required) including:
  - a. Handling of enquiries and undertaking follow up
  - b. Making bookings in conjunction with senior staff
  - c. Maintaining the Centre's Bookings Spreadsheet
  - d. Making arrangements for the attendance of volunteers at stalls, and similar events and/or to attending at stalls and similar events from time to time; and
  - e. Drafting, preparing and editing PowerPoints, Facebook posts, written and other materials
  - f. Any other paralegal, quasi secretarial, clerical, administrative and other support as required.
9. To assist professional and other staff develop and maintain professional and client resources for use in the organization including:
  - a. Undertaking legal or other research
  - b. Typing and formatting
  - c. Printing and compiling materials
  - d. Drafting, preparing and editing written and other materials
  - e. Any other paralegal, quasi secretarial, clerical, administrative and other support as required.
10. To assist professional and other staff with paralegal, quasi secretarial, clerical, administrative and other support to carry out projects that aim to achieve the Centre's goals as required.
11. To carry out paralegal, quasi secretarial, clerical, administrative and other support required to effect the Centre's operational or other organisational plans, and otherwise be involved in and contribute to achieving the aims of the Centre as required.

*Law reform and social policy work*

12. To assist professional and other staff with the conduct of law reform and social policy work including:
  - a. Undertaking legal or other research
  - b. Typing and formatting
  - c. Printing and compiling materials
  - d. Drafting, preparing and editing written submissions and other materials
  - e. Other paralegal, quasi secretarial, clerical, administrative and other support as required.

### *Meetings, Training & Development*

13. To attend and participate in regular meetings with Centre team members including:
  - a. staff meetings
  - b. professional staff meetings
  - c. administration staff meetings; and
  - d. other meetings as required.
14. To attend and participate in regular supervision meetings, professional development and training as required.
15. To share in the training and supervision of other staff and/or volunteers as required.

### *First Aid Officer & Emergency Evacuation Officer Duties*

16. Carry out the functions of First Aid Officer & Emergency Evacuation Officer as required.

### *Reporting & Other General Duties*

17. To assist professional and administration staff with the timely and regular reporting including:
  - a. daily completion of time recording spread sheet as required
  - b. drafting, preparation and obtaining of case studies
  - c. completion of community education milestone report
  - d. other reporting as required.
18. Assist with the collection of statistical and other service information as required, by ensuring that all core data are completed and submitted in a timely manner and otherwise in accordance with Centre requirements.
19. Legal and other research.
20. To undertake various other administrative tasks relevant to the position including computing, word processing/typing, filing, and photocopying.
21. To share internal housekeeping chores.
22. To comply with the policies, procedures and guidelines of the Centre, and as they may exist from time to time.
23. To undertake other duties as directed from time to time.