
POSITION TITLE:	LEGAL SUPPORT OFFICER
REPORTING TO:	PRINCIPAL SOLICITOR
CLASSIFICATION:	WLC 4 (MEA 4)
SALARY:	\$67,500-70,500 p/a + Superannuation, generous PBI salary packaging options, leave loading & paid xmas close down.
EMPLOYMENT TYPE:	12 months FIXED TERM, FULL-TIME

1. THE ORGANISATION

The Women's Legal Centre (ACT & Region) is a community legal centre. We provide legal assistance to women who would otherwise go without. Our main areas of practice are family law, domestic violence, victims of crime, employment and discrimination.

The Centre also includes the Domestic Violence Program, which is a specialised service within the Centre, designed to provide intensive legal advice and representation and related social work support to women experiencing domestic violence.

Mulleun Mura Aboriginal and Torres Strait Islander Women's Access to Justice Program is an additional specialist service within the Centre. The Program provides non-legal case management support to Aboriginal and Torres Strait Islander women. The Program works closely with lawyers across the Centre.

We also provide community legal education and resources and support law reform to improve legal and policy responses to discrimination and violence against women.

2. POSITION SUMMARY

The Legal Support Officer provides legal administration and secretarial support to the Centre's Legal Practice. The Officer performs the Centre's intake and is a key contact for clients and supporting agencies. The Officer is also responsible for training and supervising the Centre's administration volunteers to perform basic legal secretarial work.

The position works closely with the Centre's Receptionist and Principal Solicitor to ensure the Centre runs smoothly and clients receive consistent and clear information and works to support all the solicitors in the Centre's practice.

Terms of employment are set out in the Centre's employment contract and the Community Sector Multiple Enterprises Agreement 2014-2018.

3. KEY RESPONSIBILITIES

1. Intake, case tracking and client support

- 1.1 Manage direct client enquiries, obtain detailed information for client intake and allocate to appropriate program within in the Centre.
- 1.2 Provide support to clients of the Centre, including acting as a key contact on their matter, undertaking case tracking and providing warm referrals to other service providers.

WOMEN'S LEGAL CENTRE (ACT & REGION) INC. POSITION DESCRIPTION

- 1.3 Develop and maintain strong knowledge of and working relationships with key referring and related support agencies, including the Domestic Violence Crisis Service, Relationships Australia, courts, legal assistance and other community and women's sector agencies.
- 1.4 Support volunteer lawyers, GLDP students and other volunteers, ensuring services are of high quality and integrated with the Centre's practice.
- 1.5 Provide information and referral to women who the Centre is unable to assist.

2. Legal administrative support

- 2.1 Provide high quality legal secretarial support and support the legal practice's workflow systems, including scheduling appointments, opening, maintaining and closing client files, coordinating court calendars and individual solicitor calendars, managing resubmissions and court documents.
- 2.2 Assist the Principal Solicitor to develop and administer policies, systems and processes for the effective operation of the legal practice, particularly ongoing case work.
- 2.3 Exercise discretion and judgement in allocation of tasks, work organisation to achieve outcomes in the legal practice within short or moving time constraints.
- 2.4 Maintain an understanding of basic processes of relevant Territory and Federal courts and ability to and operate within information channels and standard procedures
- 2.5 Draft correspondence and prepare briefs to barristers.
- 2.6 With assistance from the Centre's Receptionist, manage and coordinate volunteer clinics, including scheduling appointments, performing conflict of interest checks, and liaising with external stakeholders to ensure effective delivery of legal services.
- 2.7 Provide training to the Centre's volunteers, GLDP students and other volunteers to build their skills and capacity to perform basic legal secretarial tasks as required.
- 2.8 Delegate and supervise volunteers, GLDP students and other volunteers to complete legal secretarial tasks to completion.

3. Administration and accountability

- 3.1 Ensure all legal service data collection is accurate, comprehensive and informs practice and advocacy.
- 3.2 Participate in regular supervision and yearly performance reviews with the Principal Solicitor.
- 3.3 Undertake professional development in consultation with the Principal Solicitor.
- 3.4 Comply with policies and procedures of the Centre.
- 3.5 Maintain a sound knowledge of operational policy and the Centre's activities and exercise competency within routine processes, methods and procedures.
- 3.6 Attend regular staff meetings as required.
- 3.7 Other relevant duties as directed by the Principal Solicitor and the Executive Director/senior staff.

Selection Criteria

Essential:

1. Demonstrated legal secretarial and administration experience within Family Law, including knowledge of federal circuit court and/or family court processes.
2. Highly developed organisational skills and the ability to manage competing workloads under pressure.
3. Demonstrated high level client liaison and verbal communication skills, including communication with professionals and people experiencing acute levels of stress or ongoing trauma.
4. Commitment to improving women's access to justice and empowering women.

Desirable:

1. Experience working with Aboriginal and Torres Strait Islander people, women from diverse backgrounds and women who have experienced trauma.
2. Ability to speak another language.