

WESTERN COMMUNITY LEGAL CENTRE LTD Position Description

Job Title	Senior Legal Administrator
General	
Westjustice Vision	Fairness, Safety and Justice for Melbourne's West.
Westjustice Purpose	We deliver targeted services and drive meaningful change.
Reports to	Legal Director, Women and Gender Diverse People's Rights Program
Term	Maximum term (with the potential of ongoing)
Scope	Provide effective and efficient legal administrative support to a team of lawyers, financial counsellors and social workers.
Work Type	Full-time or Part-time
Location	Westjustice Sunshine Office, Relevant Courts and other Outreach or Offsite locations.
Key Responsibilities/Expectations	
	1. Provide a wide range of legal administrative support services including conducting legal intake, word processing, data entry, generating and preparing legal correspondence/court documents/briefs to counsel, calendar management, court clerking, processing applications for grants of legal assistance, booking interpreters, file management and where required, reception services. 2. Lead the day to day administrative functions including the training, induction and orientation of new staff with the office. 3. Lead other legal administrators and providing development support to grow their expertise. 4. Triage client inquiries, record outcomes and provide internal or external referrals as appropriate. 5. Provide paralegal / administrative assistance to our lawyers as required. 6. Liaise and correspond with clients and Program stakeholders by phone, SMS and email. 7. Provide information and referrals to the public, lawyers and community agencies about Westjustice (WJ) and external services. 8. Update and maintain Westjustice's client database and case management system in accordance with policies, procedures and practice standards considering local operating requirements. 9. Contribute to monitoring and evaluation of programs, including preparing data reports where requested. 10. Apply for VLA grants of legal assistance through ATLAS and process invoices for clients. 11. Manage the booking of client appointments and program events. 12. Lead the development and implementation of procedures to enhance the legal and administrative work practices within the office and across WJ. 13. Assist with arrangements related to community and stakeholder engagement activities. 14. Prepare powerpoint presentations as requested. 15. Comply with all relevant laws and standards, including Westjustice's policies, procedures, risk management processes and best practice guidelines. 16. Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalised groups. 17. Other relevant work as directed.

Qualifications & Skills

Key Selection Criteria

Mandatory

1. Minimum of 3-5 years' experience in Legal Administration or similar Legal support role
2. Demonstrated capacity to provide administrative support including excellent organisational skills and the ability to prioritise workloads, meet timelines and work under pressure.
3. Demonstrated ability to provide client focused services in a complex, confidential and sensitive environment.
4. Sound interpersonal skills and the capacity to communicate with clients who are often people who are socially and economically disadvantaged, people with a disability or mental illness, people who have experienced family violence, and people from culturally and linguistically diverse backgrounds.
5. Sound problem solving and decision-making skills to ensure that clients and other members of the public receive efficient and effective delivery of Westjustice services.
6. Ability to learn new systems and processes quickly to ensure sound understanding.
7. Experience in the use of Microsoft 365 and cloud-based client management and telephone software.
8. High level of accuracy and attention to detail.
9. Proven ability and commitment to working collaboratively in a team environment as well as working autonomously.
10. Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalised groups.
11. Interest in and commitment to the work of the service in promoting social justice and the rights of people experiencing disadvantage and vulnerability.
12. Understanding of and commitment to Westjustice's Vision, Purpose, Strategic Plan and Impact Areas.

Desirable

13. Experience in managing a team of Legal Administrators
14. Experience in a fast-paced legal environment (e.g. community legal centre, legal aid and/or private law firm).
15. Experience supporting the data needs relating to measurement and evaluation frameworks.
16. Legal administrator experience and/or paralegal experience.
17. Working knowledge and experience Atlas and or Actionstep.
18. Experience working with complex clients impacted by trauma and family violence

Other relevant information

To be eligible for this position you must have current work Australian rights (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa).

You must apply for and hold a current Working with Children Check. You will also be required to obtain a National Police Check.

Your primary work location will be the Westjustice Sunshine or Werribee Office. You may be required to travel independently to, and work from, other regional and metropolitan locations, including at partner agencies, outreach services, courts, and tribunals, as required for service delivery from time to time.

Westjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities. Westjustice is

	committed to being a culturally safe, responsive and respectful organisation. Our Reconciliation Action Plan (RAP) is integral to these objectives and will provide the framework for our reconciliation journey. You can view our RAP at https://www.westjustice.org.au/about-us .
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Last reviewed August 2026