

# WEstjustice

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| <b>Job Title</b>                         | <b>Legal Administrator, Youth Law Program</b>   |
| <b>General</b>                           |   |
| <b>Vision</b>                            | WEstjustice believes in a just and fair society where the law and its processes don't discriminate against people or make them vulnerable, and where those in need have ready and easy access to quality legal education, information, advice and casework services.  |
| <b>Purpose</b>                           | To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.   |
| <b>Reports to</b>                        | Director, Operations Program  |
| <b>Term</b>                              | See Contract  |
| <b>Scope</b>                             | To provide effective and efficient legal administrative support to a team of lawyers and administrative staff in the Youth Law Program  |
| <b>Key Responsibilities/Expectations</b> |   |
|  | <ol style="list-style-type: none"> <li>1. Provide a wide range of legal administrative support services including but not limited to conducting legal intake, word processing, data entry, generating and preparing legal correspondence/court documents/briefs to counsel, photocopying, calendar management, processing applications for grants of legal assistance, booking interpreters, file management and where required, reception services.</li> <li>2. Working closely with the Youth Law Program lawyers to advance legal matters for clients.</li> <li>3. Triage client inquiries at the office or in court, record outcomes and provide internal or external referrals as appropriate.</li> <li>4. Liaising and corresponding with clients by phone, SMS and email.</li> <li>5. Provide information and referrals to the public, lawyers and community agencies about WEstjustice (WJ) and external services.</li> <li>6. Update and maintain WJ's client database and case management system in accordance with policies, procedures and practice standards considering local operating requirements.</li> <li>7. Contribute to monitoring and evaluation work where requested.</li> <li>8. Provide assistance on grants applications and Program reports including basic research or collection of data.</li> <li>9. Manage the booking of client appointments including video conferencing and telephone appointments through the client booking system.</li> <li>10. Assist the administrative services manager with:             <ol style="list-style-type: none"> <li>a) the development and implementation of procedures to enhance the legal and administrative work practices within the office and across WJ; and</li> <li>b) the day to day administrative management functions including the training and orientation of new staff within the office; and</li> <li>c) scheduling of community legal education sessions and stakeholder (internal / external) events including but not limited to meetings where requested.</li> </ol> </li> </ol> |
| <b>Qualifications &amp; Skills</b>       |   |
| <b>Key Selection Criteria</b>            | <b>Mandatory</b> <ol style="list-style-type: none"> <li>1. Demonstrated capacity to provide administrative support including excellent organisational skills and the ability to prioritise workloads, meet timelines and work under pressure.</li> <li>2. Demonstrated ability to provide client focused services in a complex, confidential and sensitive environment.</li> </ol>  |

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|  | <ol style="list-style-type: none"> <li>3. 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, children and young people, people who have experienced complex trauma, the elderly and people from culturally and linguistically diverse backgrounds.</li> <li>4. Sound problem solving and decision-making skills to ensure that clients and other members of the public receive efficient and effective delivery of WJ services.</li> <li>5. Ability to learn new systems and processes quickly to ensure sound understanding.</li> <li>6. Experience in the use of Microsoft 365 and cloud-based client management and telephone software.</li> <li>7. High level of accuracy and attention to detail.</li> <li>8. Proven ability and commitment to working collaboratively in a team environment as well as working autonomously.</li> <li>9. Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalised groups.</li> <li>10. Interest in and commitment to the work of the service in promoting social justice and the rights of people experiencing disadvantage and vulnerability.</li> <li>11. Understanding of and commitment to WEstjustice's Vision, Purpose, Strategic Plan and Impact Areas.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>12. Experience in a fast-paced legal environment (e.g. community legal centre, legal aid and/or private law firm) or not-for-profit community organization.</li> <li>13. Demonstrated ability to undertake legal research.</li> <li>14. Working knowledge and experience using CLASS, Atlas and or Actionstep.</li> <li>15. Experience supporting the data needs relating to measurement and evaluation frameworks.</li> <li>16. Legal administrator experience.</li> <li>17. Paralegal experience and/or commencement of law degree or similar.</li> <li>18. Experience in the use of Microsoft Outlook, Sharepoint, Excel, Word and Teams.</li> </ol> |
| <p><b>Other relevant information</b></p> | <p>To be eligible for this position you must have current work rights in Australia. You must apply for and hold a current Working With Children Check. You may also be asked to undergo a National Police Check</p> <p>Your primary work location will be the WEstJustice Sunshine Branch but may be required to work from the Werribee or Footscray Branches, or other locations as directed from time to time.</p> <p>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.</p> <p>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 <a href="https://www.westjustice.org.au/about-us">https://www.westjustice.org.au/about-us</a></p>   |

*Last Reviewed: March 2023  
Next Review: March 2024*