Position Description

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| Position | *Legal Assistant* |
| Reports to (position title) | *Director, Legal Practice* |
| Purpose: | *The Legal Assistant undertakes paralegal and administrative tasks for the legal practice so that solicitors and legal practice managers are supported to focus upon delivery of legal services, to further* *Consumer Action's mission of making life easier for people experiencing vulnerability and disadvantage in Australia*. |
| Direct reports: | *0* |
| Indirect reports: | *0* |
| Scope | *Supports a team of lawyers running approximately 130*  *representation files per year and providing approximately 5000 discrete assistances to consumers and workers per year.*  *The position works closely with all members of the legal practice, in particular the legal practice leadership team, and with other teams including financial counsellors, policy officers and the Engagement and Learning team.* |

**ORGANISATION CHART**

**KEY RESPONSIBILITIES**

**Advice Line Support**

* Assist the Advice Services Manager with administrative tasks (including for example rostering, document scanning, transcribing messages) supporting the efficient operation of Consumer Action’s advice line services.
* In collaboration with Operations team, develop and coordinate a client callback booking system.
* Support Consumer Action’s data integrity by running reports and monitoring service evaluation survey requests, to produce quality reliable and comprehensive data for reporting purposes.
* Assist lawyers by acting as first point of contact for appointment making, reminders, rescheduling of appointments and follow-up of outstanding documentation.
* Action Step administrative support: creating new ActionStep actions as required for advice inbox requests and referrals.
* Preparation of referrals to external agencies, including the development of precedents where appropriate.
* Respond to advice email enquiries sending template email or letter as guided by the Advice Services Manager.
* Assist with incoming calls and intake information as required.

**Litigation Support**

* Provide administrative and paralegal support to the legal practice as required, in particular leading up to and during court and tribunal hearings. This can include managing large documents and files and other support as required.

**Administrative Support**

* Provide general administrative support to the Director of Legal Practice, and the legal practice, including assistance responding to regulators request for information, preparing for our annual cross check and administrative assistance preparing for training sessions given by the legal practice.
* Taking minutes of meetings and general assistance managing documents, and resources for the legal practice.
* Administrative support to the legal practice in arranging delivery of internal CPD program.
* Non-legal research to assist members of the legal practice as required.

**Volunteer support**

* Support the induction and support of volunteers assisting the legal practice
* Provide support to volunteers. Review, update and implement volunteer policies and procedures

**QUALIFICATIONS, EXPERIENCE AND RELEVANT SKILLS**

* A minimum of 5 years’ experience in legal administration.
* A minimum of Certificate IV qualification in Legal Services, a Diploma of Legal Services, or equivalent relevant experience.
* Demonstrable experience working in a client-facing role with persons experiencing vulnerability or disadvantage.
* Strong computer skills and familiarity with a variety of platforms: knowledge of Office365 and ActionStep, would be an advantage.
* An understanding of the complexities of providing services to people experiencing vulnerability and disadvantage, particularly in the context of legal, financial counselling and advocacy services.

**COMPETENCIES**

* Works effectively with high degree of autonomy and accountability.
* Highly organised and efficient time manager, comfortable managing multiple competing priorities.
* Demonstrates flexibility, initiative and resourcefulness.
* Collaborates and works well with others; shows consideration, concern and respect for others’ feelings and ideas; accommodates and works well with the different working styles of others; enables integration and collaboration enhancement; upholds the values of our centre; and treats all people with dignity and respect.