

## Position Description

Position	<i>Legal Assistant</i>
Reports to (position title)	<i>Director, Legal Practice</i>
Purpose:	<i>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.</i>
Direct reports:	<i>0</i>
Indirect reports:	<i>0</i>
Scope	<i>Supports a team of lawyers running approximately 130 representation files per year and providing free legal services to consumers and workers. 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 Service Development and Partnerships team.</i>

### RESPONSIBILITIES

#### Advice Line Support

- Assist the Legal Practice with administrative tasks (including rostering, document scanning, transcribing messages, scheduling appointments, contacting clients) supporting the efficient operation of Consumer Action's advice line services,.
- 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 appointments and follow-up of outstanding documentation.
- Case Management (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 Legal Practice.

#### Litigation Support

- Provide administrative and paralegal support to members of the legal practice as required, in particular leading up to and during court and tribunal hearings.

#### Administrative Support

- Provide general administrative support to the Director of Legal Practice and to the legal practice as a whole, 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.
- Administrative support to assist with the delivery of internal CPD program.

- Non-legal research to assist members of the legal practice as required.

## QUALIFICATIONS AND EXPERIENCE

- Certificate IV qualification in Legal Services, a Diploma of Legal Services, or equivalent relevant experience (desirable)
- Extensive Legal Administration experience (highly desirable)
- Demonstrable experience working in a client-facing role with persons experiencing vulnerability or disadvantage (mandatory)

## KEY SELECTION CRITERIA

- 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. Upholds the values of our centre and treats all people with dignity and respect.
- Demonstrated ability to provide high-quality administrative support in a legal or community services environment
- Strong client-service skills, particularly when engaging with people experiencing vulnerability or disadvantage
- High level of accuracy and attention to detail in data management and reporting
- Ability to manage and prioritise competing demands in a fast-paced environment
- Strong written communication skills, including the ability to draft clear emails, letters and referral documents
- Demonstrated proficiency with legal practice management systems and digital tools
- Proven ability to work collaboratively within a multidisciplinary team
- A knowledge of the general business of Consumer Action and a commitment to our vision and values;

## About Consumer Action

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

As a community legal centre, Consumer Action provides free legal advice and pursues litigation on behalf of vulnerable and disadvantaged consumers across Victoria, and is the largest specialist consumer legal practice in Australia. As well as working with consumers directly, Consumer Action provides legal assistance and professional training to community workers who advocate on behalf of consumers.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.