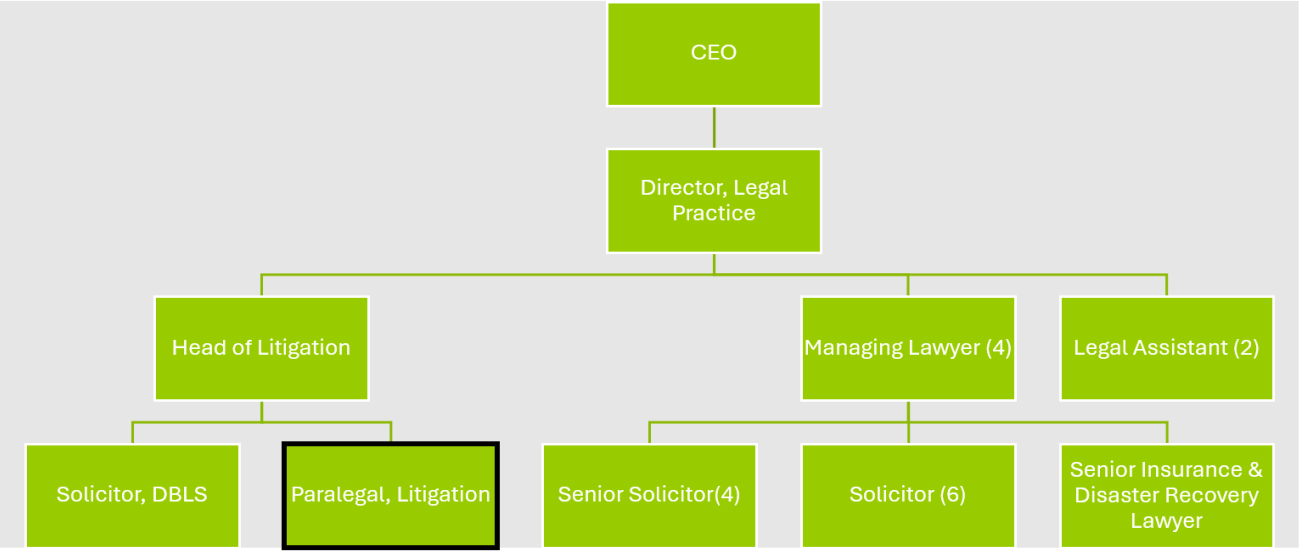
Position Description

Position	Paralegal, Litigation
Reports to (position title)	Head of Litigation
Purpose	The Paralegal, Litigation provides specialised paralegal, client service, records and file management support to Consumer Action's legal practice, with a focus on litigation, dispute resolution and strategic casework. Working under the general direction of the Head of Litigation, the role supports lawyers across Consumer Action's legal practice to deliver high-quality legal assistance, representation and litigation services in courts, tribunals and alternative dispute resolution forums. Initially, the role will have a significant focus on supporting the Domestic Building Legal Services (**DBLS**), while also contributing to litigation and representation work across Consumer Action's broader legal practice. The role is responsible for coordinating client and file management processes, supporting lawyers with complex matters, undertaking legal and administrative research, maintaining accurate records and data systems, and contributing to the continuous improvement of litigation systems and practices. The position exercises initiative and sound judgement in managing competing priorities and plays an important role in supporting effective, client-centred and strategically impactful legal services.
Direct reports	0
Indirect reports	0

ORGANISATION CHART



RESPONSIBILITIES

- Provide specialised paralegal and administrative support to Consumer Action's legal practice, including managing legal files, coordinating workflows, maintaining records, communicating with clients and supporting the effective delivery of legal services.
- Support lawyers with litigation, dispute resolution and representation matters across Consumer Action's areas of practice, including preparing legal documents, collating evidence, assisting with briefs to counsel, managing court and tribunal materials, monitoring deadlines, and supporting matters before courts, tribunals and alternative dispute resolution forums.
- Coordinate client communication and service delivery activities, including intake support, appointment management, follow-up communications, document collection and responding to routine enquiries in a professional and client-centred manner.
- Maintain accurate data, records and reporting systems in accordance with Consumer Action policies, ensuring the integrity of information held within legal practice management systems and supporting organisational, funding and operational reporting requirements.
- Conduct legal, procedural and operational research to support casework, litigation, service delivery, stakeholder engagement activities and the development of information resources and practice materials.
- Liaise with clients, counsel, experts, courts, tribunals, regulators, external service providers and partner organisations regarding administrative and procedural matters, contributing to the effective conduct of litigation matters.
- Contribute to the development, implementation and continuous improvement of litigation systems, precedents, processes and work practices to support efficient, accessible and high-quality legal services.
- Provide operational support to the Head of Litigation and broader legal practice, including assisting with training, reporting, project work, stakeholder engagement activities, and initiatives that contribute to Consumer Action's strategic objectives and systemic advocacy efforts.

QUALIFICATIONS AND EXPERIENCE

- Diploma of Legal Services, Advanced Diploma, Associate Diploma or equivalent relevant qualification; or
- Lesser formal qualifications with substantial relevant experience in legal administration, paralegal services, community legal practice or a related field (mandatory).
- Minimum two years' experience supporting litigation, dispute resolution or case management functions (mandatory).
- Experience working in a legal practice, tribunal environment, community legal centre or similar service (highly desirable).
- Experience working with clients experiencing vulnerability or disadvantage (highly desirable).

KEY SELECTION CRITERIA

1. Demonstrated knowledge of legal practice administration, records management, confidentiality requirements and document control processes.

2. Demonstrated ability to support litigation, dispute resolution or representation matters, including file management, preparation of legal documents and coordination of court or tribunal processes
3. Strong organisational and case coordination skills, including the ability to plan, prioritise and manage multiple matters and competing deadlines.
4. Demonstrated ability to exercise initiative, sound judgement and problem-solving skills where procedures may not always be clearly defined.
5. Demonstrated ability to contribute to the development and continuous improvement of systems, processes and service delivery practices.
6. Well-developed research, written communication and information management skills, and experience working with case file management systems.
7. Demonstrated understanding of, or ability to work within, client-centred, culturally safe and trauma-informed service delivery frameworks.
8. Highly developed client service skills and demonstrated ability to work respectfully and helpfully with people experiencing vulnerability or disadvantage.
9. Demonstrated ability to work collaboratively within multidisciplinary teams and maintain effective stakeholder relationships.
10. Understanding of and commitment to Consumer Action's vision and values, including fairness, consumer rights and social justice.

ABOUT CONSUMER ACTION LAW CENTRE

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 just over 65 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.

More about Consumer Action can be found on our website, including our Strategic Plan and Impact Report.

SUPPORTING STRATEGIC LITIGATION AND SYSTEMIC CHANGE

This role supports Consumer Action's growing litigation practice, which seeks to achieve both individual client outcomes and broader systemic impact. Working closely with the Head of Litigation and the broader legal team, the role contributes to the effective delivery of litigation, dispute resolution and strategic casework across Consumer Action's areas of practice.

While the role will initially focus on supporting the establishment and operation of the Domestic Building Legal Service (DBLS), it forms part of Consumer Action's broader litigation capability. As the DBLS matures, the role will increasingly contribute to litigation and dispute resolution matters across Consumer Action's legal practice, supporting both client outcomes and opportunities for systemic change.