



POSITION DESCRIPTION

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| Designation: | Legal Administration Volunteer |
| Status: | Volunteer |
| Hours of Work: | 1 day per week (minimum 6 month commitment) |
| Reporting To: | Principal Solicitor or Principal Solicitor's delegate / Senior Paralegal |
| Review Date: | November 2016 |

Women's Legal Service (WLS) provides high quality legal services to women, specialising in the areas of family law and domestic violence. WLS paralegals provide administrative, secretarial and clerical support to WLS solicitors, and work closely with other administrative staff to ensure the effective and efficient operation of the service. All staff are required to adhere to and work in accordance to the mission, purpose and values of the Women's Legal Service.

Key Responsibilities

- A. Provide paralegal, secretarial and administrative support to staff who are undertaking client file work including:
 - a. Handling client enquiries
 - b. Word processing, Dictaphone transcribing, preparing and editing documents such as letters, file notes, court forms, briefs to counsel and other documents
 - c. Opening and closing files, data entry and filing
 - d. Any other administrative tasks associated with managing hardcopy and electronic client files as directed
 - e. Calendar management and appointment arrangements including entering vacant appointments, rostering and booking interpreters
 - f. Assisting with booking appointments via client referrals into the service.

- B. Provide general clerical support to WLS staff including:

- a. Telephone and reception enquiries
- b. Administrative tasks associated with supporting the internal processes of WLS
- c. Administrative tasks associated with WLS day-to-day activities Updating WLS client databases and records including conflict checking
- d. Copying, faxing, filing
- e. Maintenance of WLS administrative systems
- f. Other administrative tasks as directed

Skills and capabilities

1. Demonstrated experience in performing paralegal and administrative tasks associated with a family law practice including: the management of hard and electronic copies of legal client files, the ability to digitally transcribe and ability or ability to rapidly acquire necessary skills to prepare legal documentation.
2. Practical and applied knowledge of the legal system and processes as they specifically pertain to family law and domestic violence.
3. High level of computer literacy, including demonstrated experience with MS Word, MS Excel, MS Outlook, database programs and office equipment. Experience with the CLSIS/CLASS database is an advantage.
4. Well developed and effective interpersonal and communication skills, both written and oral, including the ability to work sensitively and appropriately with clients from diverse backgrounds including clients who may have a disability, are culturally and linguistically diverse, identify as Aboriginal and Torres Strait Islander or may have other vulnerabilities.
5. High level of organisational and time management skills, attention to detail, and the ability to work independently and as a member of a team.
6. Possess a sound knowledge and understanding of legal and social issues affecting women, a gendered understanding of domestic violence, a commitment to social justice issues for women and to working for a community organisation within a feminist framework where the safety of clients is paramount.

Reporting and accountability

Paralegals are responsible for the day-to-day support of legal practice of WLS including administrative support and are directly supervised by the Principal Solicitor or the Principal Solicitor's delegate. This role would report to the Senior Paralegal.

The Principal Solicitor is responsible for the WLS delivery of high quality legal assistance, advice and casework, including those legal services provided by volunteers. The Volunteer Program Manager is responsible for the day-to-day coordination of the volunteers that staff

the WLS Volunteer Sessions and for ensuring that the Volunteer Program is supported.

The Management Committee is responsible for the governance functions of WLS. The Coordinator is responsible for the operational functions of WLS and the day-to-day management of WLS.

Paralegals also work within and as part of the WLS Administration Team.