

# Role Description

## Administration Services Coordinator – Measurements, Admin & Paralegal Supports (MAPS)



+ Organisation	Caxton Legal Centre
Business Unit/Practice	Administration and Community Engagement Team
Location	Brisbane
Reports to	Chief Operating Officer
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Grade/Band	Level 5 - Part time
Approved By	CEO
Date of Approval	February 2020

### Overview of Caxton

Caxton Legal Centre represents the interests of people who are disadvantaged or on a low income when they come into contact with the law. We do this by strategically advocating to government, providing legal advice and social work services, publishing legal information and building community awareness about the issues faced by the people we help.

Caxton is an independent, non-profit, non-government community legal centre. We are committed to achieving the best outcomes for people who are on a low income or otherwise disadvantaged by working with partners from the community, government, university and private sectors.

### Our vision is to:

- build a just and inclusive society that values difference and diversity, and the rights of all people and their communities to the social and economic resources they need to exercise their human rights
- influence the development of law to recognise the needs of people who are socially or economically disadvantaged
- assist people who would otherwise be denied access to justice due to social or economic disadvantage to exercise their legal rights.

### Our values are:

Respect	Personal responsibility
Integrity	Collaboration
Compassion and empathy	

### Primary purpose of the role

The Coordinator, Measurements, Administration and Paralegal Supports (MAPS) Team, manages the operations of this Team which includes coordinating accurate statistics collection and data analysis, providing file administration and paralegal supports and being responsible for file management processes. This role is responsible for contributing to

continuous process improvements in these areas and streamlining processes. The Coordinator MAPS Team model's positive leadership behavior in accordance with Caxton's values and provides mentoring for team members. The position also coordinates back-up administrative support to client services as required.

## Key accountabilities

- Ensure accurate recording and auditing of statistics and data, analyse data where required and produce reports in accordance with the funding contracts and data guidelines associated with each of Caxton's programs.
- In collaboration with the lawyers and social workers, deploy paralegal and file administration assistance to support program work.
- Ensure that the direct reports to this role are meeting the accountabilities of their position descriptions including providing consistent leadership and performing regular personnel management including bi annual performance reviews.
- Ensure file management processes including client data entered into CLASS and file archives/destruction are following and complying with the national risk management guide, accreditation requirements, insurance policies and privacy policy.
- Participate in working groups and other meetings to contribute to Caxton's strategic priorities regarding streamlined file administration processes, CLASS usage, improved data collection and becoming paperless.
- Responsible for the creation and maintenance of case work files in conjunction with relevant lawyers
- Identify and notify management of any potential client conflicts
- Coordinate and directly provide administrative backup for client services as required
- Coordinate and provide staff training on CLASS

## Key challenges

- Balancing the demand on services to available resources in an uncertain funding environment
- Optimising current systems and processes
- Modelling leadership behavior and mentoring team members at all times
- Working with clients with complex legal and social issues
- Providing guidance and information to clients who may have an impairment or be culturally or linguistically diverse

## Key relationships

Who	Why
<b>Internal</b>	
COO	<ul style="list-style-type: none"> <li>• To ensure strategic and operational priorities are being achieved in a timely and streamlined approach</li> </ul>
Legal and social work practices	<ul style="list-style-type: none"> <li>• To ensure file management and paralegal requirements are met in conjunction with the Line Manager</li> </ul>
Client Services	<ul style="list-style-type: none"> <li>• Provide backup support as required</li> </ul>
Project Teams	<ul style="list-style-type: none"> <li>• Participate in Project Team or Committees as required for organisational improvements.</li> </ul>
<b>External</b>	
External file storage	<ul style="list-style-type: none"> <li>• Manage relationship with off-site storage facility to ensure appropriate archiving and record destruction</li> </ul>

Who	Why
National Association of Community Legal Centres	<ul style="list-style-type: none"> <li>Keeping up to date with the Peak body to ensure Caxton Legal Centre is utilising CLASS and any integrations at the optimum level.</li> </ul>

## Role dimensions

### Decision making

Provide advice on opportunities to streamline or improve processes

Duties and backup support allocation to direct reports

Manage document archiving, storage and destruction to meet legislative requirements

### Direct reports

Up to 5 FTE

### Budget/Expenditure

Nil

## Essential requirements

Sound leadership and management skills

Well developed interpersonal skills to establish and foster relationships with key stakeholders

Good knowledge and understanding of Microsoft suite and ability to operate databases such as CLASS

Sound attention to detail and high level of accuracy

Good organization and time management skills

Ability to “think on your feet” and work independently in the absence of specific instruction

Excellent time management skills and the ability to multi-task and meet relevant deadlines




Ability to work collaboratively across the various team

## Capabilities for the role

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability	Capability Descriptor	Level
 Personal qualities	Resilience and courage	Competent
	Integrity	<b>Advanced</b>
	Self-motivated	<b>Advanced</b>
	Diversity	Competent
 Relationships	Communication	Competent
	Client Service	Competent
	Collaboration	<b>Advanced</b>
	Influence and negotiate	Foundational

 Results	Deliver results	Competent
	Plan and prioritise	<b>Advanced</b>
	Problem solving	<b>Competent</b>
	Accountability	Competent
 Business acumen	Finance	Foundational
	Technology	Competent
	Procurement	Foundational
	Innovation	Competent
 People management	Manage and develop	Competent
	Inspire direction and purpose	Competent
	Business outcomes	Competent
	Change	Competent

### Focus capabilities

The focus capabilities for the role are the capabilities in which employees must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Behavioural Indicators
<b>Personal qualities</b>	
Resilience and courage Competent	<ul style="list-style-type: none"> <li>Give open and honest feedback, be comfortable to challenge issues and seek alternatives</li> </ul>
Integrity Advanced	<ul style="list-style-type: none"> <li>Model the highest standards of ethical behaviour and influence others to do the same. Seek feedback and reflect in order to improve performance</li> </ul>
Self-motivated Advanced	<ul style="list-style-type: none"> <li>Set high personal goals and be a professional role model for others to do the same</li> </ul>
Diversity Competent	<ul style="list-style-type: none"> <li>Recognise and be responsive to different experiences, perspectives, values and beliefs</li> </ul>
<b>Relationships</b>	
Communication Competent	<ul style="list-style-type: none"> <li>Tailor communication both in writing and in person to suit the audience with the ability to clearly explain concepts</li> </ul>
Client Service Competent	<ul style="list-style-type: none"> <li>Demonstrate a strong knowledge of services available to clients and respond to requests in a timely and consistent way</li> </ul>
Collaboration Advanced	<ul style="list-style-type: none"> <li>Encourage cross team collaboration to increase information sharing and improved processes</li> </ul>
Influence and negotiate Foundational	<ul style="list-style-type: none"> <li>Use facts to support advice or ideas, and know when to escalate issues to the appropriate person</li> </ul>
<b>Results</b>	
Deliver results Competent	<ul style="list-style-type: none"> <li>Take responsibility for delivering outcomes within prescribed timeframes and working with relevant people to successfully achieve goals</li> </ul>

Plan and prioritise Advanced	<ul style="list-style-type: none"> <li>Monitor progress of broader goals, understanding the link between organisational unit and organisational goals and adjust priorities as required. Consider implications of broader issues and change organisational priorities or resources to achieve optimum outcome</li> </ul>
Problem solving Competent	<ul style="list-style-type: none"> <li>Research and analyse information to provide accurate evidence-based advice</li> </ul>
Accountability Competent	<ul style="list-style-type: none"> <li>Understand and apply high standards of accountability to own work and the impact on the broader team</li> </ul>
<b>Business acumen</b>	
Finance Foundational	<ul style="list-style-type: none"> <li>Awareness of financial delegation principles</li> </ul>
Technology Competent	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology used in the organisation and possess the ability to assess the most appropriate technology for assigned tasks</li> </ul>
Procurement Foundational	<ul style="list-style-type: none"> <li>Comply with basic purchasing requirements</li> </ul>
Innovation Competent	<ul style="list-style-type: none"> <li>Questions current practices to identify more efficient and effective ways to deliver organisational outcomes</li> </ul>
<b>People management</b>	
Manage and Develop People Competent	<ul style="list-style-type: none"> <li>Ability to clearly communicate roles and responsibilities</li> </ul>
Inspire direction and purpose Competent	<ul style="list-style-type: none"> <li>Promote a sense of purpose within the team linked to the broader organisational vision</li> </ul>
Business outcomes Foundational	<ul style="list-style-type: none"> <li>Ability to clearly communicate team direction, reasons for decisions and the impact on individual roles</li> </ul>
Change Competent	<ul style="list-style-type: none"> <li>Engage with staff around change initiatives, providing clear guidance, coaching and support</li> </ul>

I acknowledge that I have received a copy of this Position Description and have read and fully understand all accountabilities, challenges and relationships contained within. I accept that I will observe them fully during my employment.

Staff member signature:

Staff member name:

Date: