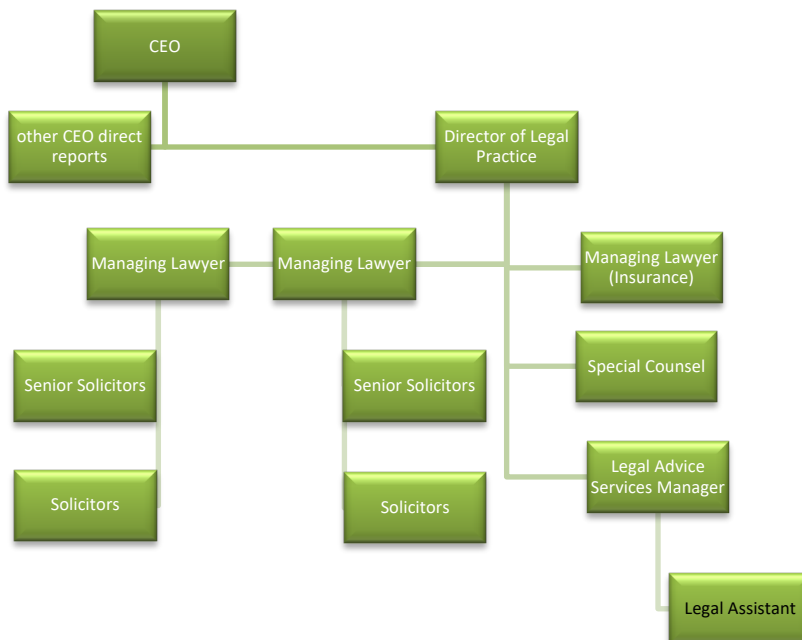


Position Description

Position	<i>Legal Assistant</i>
Reports to (position title)	<i>Legal Advice Services Manager</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:	0
Indirect reports:	0
Scope	<i>Supports a team of 14 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 Service Development and Partnerships team.</i>

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, so that lawyers have increased capacity for legal work and the service runs efficiently and smoothly;
- In collaboration with the 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, so that Consumer Action's legal practice is able to produce quality reliable and comprehensive data for reporting purposes;
- Client liaison: 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.

Paralegal Support

- Preparation of warm referrals to external agencies, including the development of precedents where appropriate, so that members of the legal practice can focus on legal work;
- Under the direction of the Advice Services Manager, respond to advice email enquiries sending template email or letter;

Litigation Support

- Provide administrative and paralegal support to the Special Counsel and to other members of the legal practice as required, in particular leading up to and during trial.

Administrative Support

- Provide general administrative support to the Director of Legal Practice, to Special Counsel and to the practice as a whole, such as scanning, photocopying, document collation, diary management, filing and document service and other administrative duties as required.

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.