

Position Description

Position Title	Paralegal/Intake Manager
Position Status	Full-time or part-time (minimum 0.8FTE) / Ongoing
MEA Classification	Victorian Community Legal Centres Multi-Enterprise Agreement 2024-2027 Social and Community Services Employee, Level 6
Position Reports to	Managing Lawyer, Intake and Access
Position Supervises	2 Paralegals and 4 Intake and Access Workers
Date Reviewed	November 2025

About Women’s Legal Service Victoria

Women’s Legal Service Victoria (Women’s Legal) is a specialised and state-wide organisation that has been providing legal services and support to women since 1982. Informed by our intersectional feminist framework, we improve the legal system for victim-survivors of family and sexual violence through our integrated legal service, capacity building, advocacy and law reform. Our vision is for women and non-binary people to live free from violence and discrimination in a gender equitable society.

Women’s Legal is an employer of choice, providing an inclusive, flexible, and supportive environment for our staff to thrive. We welcome women across all career stages, and we recognise the many roles played by women in their families and communities. We are committed to supporting our staff to build skills and knowledge for those looking for a change and valuing the diverse expertise brought into our organisation.

About our Legal Services Directorate

Our team of over 40 lawyers, social workers, financial counsellors, paralegals and intake workers provide legal advice, duty lawyer services, ongoing representation and non-legal support to thousands of women and non-binary people each year in the areas of family law, family violence, migration, child protection, criminal law, and victims of crime assistance. The team supports family violence workers, lawyers and other professionals working with women and non-binary people experiencing family violence with secondary consults. Alongside the direct service delivery, the Legal Services Team works closely with the rest of the organisation, sharing experience and informing our cross-jurisdictional policy, law reform, education, and capacity building work.

Position Overview

The Intake and Paralegal Manager is a dynamic and people-focused role, requiring an understanding of the challenges faced by women and non-binary people experiencing family and sexual violence and disadvantage across Victoria, and the integrated legal assistance offered by Women's Legal.

Women's Legal intake is busy and diverse – providing intake for practices for all our integrated legal services, including our duty services, through webforms, phone, portal and in person enquiries.

The Manager plays a critical role in ensuring that women and non-binary people seeking help from Women's Legal receive a best practice, trauma-informed, respectful and culturally safe service. The role involves working with clients from diverse backgrounds, and staff across Women's Legal.

The Manager will supervise a team of intake workers and paralegals in their day-to-day work and will support the team to sustainably manage their streams of work; client intake and legal support.

The Manager is also responsible for

- ensuring intake is efficient, best practice and meets client and organisational needs
- debriefing direct reports after difficult calls
- rostering intake and paralegal duties
- providing intake services to the community either face to face or on the phone, and through webforms, particularly for complex and high-risk intake.

This role will contribute to the organisation's strategic advocacy priorities and outcomes.

Key Responsibilities

1. Supervision

- In collaboration with the Director Legal Services, Managing Lawyers and Integrated Programs Manager, manage the delivery of direct client legal and non-legal services;
- Lead a healthy, productive team culture where work practices, decision-making and behaviour reflect Women's Legal's Intersectional Feminist Framework and organisational values;
- Provide regular staff supervision to paralegals and intake workers in the team, including developing their skills and capacity to contribute to organisational goals;

- Providing the paralegal team and intake workers with feedback and training on intake process and interviewing, triage, and other relevant skills;
- Managing workflow of the team across all aspects of their work, especially requests for legal support and intake of help seekers; and
- Provide suggestions for improving the work of the team, including improving the intake process and workflow.

2. Intake

- Manage the intake process to ensure it is efficient, trauma informed, culturally safe and best practice;
- Update and maintain intake policies and procedures;
- Work alongside the Director Legal Services, Managing Lawyers and Integrated Programs Manager to ensure accuracy in eligibility criteria, identification of any emerging trends and necessary changes to intake procedures;
- Ensure accuracy of data being collected at intake;
- Supervise and assist staff conducting intake with clients to determine eligibility, triaging and referral to other services, including using judgement to refer to lawyers, social workers and financial counsellors, as required; and
- Providing best-practice intake services to complex and high-risk clients.

3. Legal Support

- Provide direction on any legal and administrative support, including sourcing and drafting documents, contacting clients and similar tasks; and
- Managing the on-call lawyer process.

4. General

- Participate effectively in organisational events, planning and strategy processes; and
- Perform other duties as directed and necessary for the proper performance of the role.

Key Selection Criteria

5. Skills, Knowledge, and Behaviour

- Demonstrated understanding of integrated legal services, including client intake and the role of paralegal staff in supporting effective and efficient service delivery;

- Demonstrated ability in providing trauma-informed, culturally safe and best practice services to clients with complex and diverse needs;
- Strong skills in supporting and interviewing help seekers, including undertaking risk assessments for safety and triaging;
- Demonstrated skills in assessing and improving processes and systems;
- Commitment to continuous learning and development, including a growth mindset;
- Strong interpersonal, written and verbal communication and client management skills;
- Outstanding organisation and administration skills, including time management and prioritisation of work; and
- Demonstrated ability to be flexible, particularly whilst working in an environment of change.

6. Qualifications and Experience

- Experience providing trauma informed services to clients experiencing family and/or sexual violence;
- Experience supervising or managing an intake team;
- Tertiary qualification in law, counselling, social work or equivalent; and
- Experience working in an integrated legal practice (desirable) or in providing multi-disciplinary support services.

Values and Behaviours

Everyone who works at Women's Legal plays an important role in upholding our ethics outlined in the Code of Conduct and living our values. Together, we are:

Authentic: We are reliable, trustworthy, and transparent about how we work. We reflect on our work and take responsibility for our actions.

Collaborative: We are stronger when we work together. By sharing power and privilege with diverse voices, we achieve better outcomes. We respond to requests for help with generosity.

Courageous: We are brave, resilient and face challenges with integrity. We unapologetically advocate for our goals and back one another to take considered risks to increase our impact.

Inclusive: We believe respect, equality and opportunity must be afforded equitably and to everyone. We understand this will require critical reflection on where power lies and how it functions, and active effort to disrupt it.

Purposeful: Our services respond to the community, laws, and people we work with. We value curiosity and relish opportunities to improve our work.

Intersectional Feminist Framework

PRINCIPLE 1: Ongoing learning and humility

We commit to continually learning and evolving our understanding of how intersecting discriminations impact our clients, our people, communities and the legal system

PRINCIPLE 2: Transforming and disrupting systems

We're not just about playing the game; we're about changing the game.

PRINCIPLE 3: Complexity and marginalisation

We target our assistance to those with complex needs at the intersections of inequality and discrimination.

PRINCIPLE 4: Trauma-informed

We believe that people are the experts of their own lives and are best placed to make decisions for themselves and their families.

PRINCIPLE 5: Whole person dignity and respect

We support the whole person through the development of systems change and law reform advocacy, as well as the delivery of multidisciplinary training and integrated services.

PRINCIPLE 6: Power and accountability

We acknowledge differences in power and work collaboratively to share power with our colleagues, clients, and stakeholders where appropriate. We reflect on our position of power and hold ourselves to account.

Workplace Health and Safety Obligations

All staff have a responsibility to always display and promote safe actions in the workplace including:

- Participating in the development of a safe and healthy workplace;
- Complying with instructions given for their own safety and health and that of others, in adhering to safe work procedures;

- Cooperating with management in its fulfilment of its legislative obligations.
Taking reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- To report any injury, hazard or illness immediately, where practical to their supervisor;
- Not place others at risk by any act or omission; and
- Not wilfully or recklessly interfere with safety equipment.

National Criminal History Check

All successful candidates will be required to produce a national criminal history check prior to the commencement of their employment.

Disclosure of a criminal record does not necessarily preclude appointment by Women's Legal, but if needed, we invite applicants to address this issue early in the application phase. Should a criminal record disclosure be advised by a candidate, Women's Legal will endeavour to provide clarity over whether the conviction would preclude a candidate from being able to carry out the position duties.

Please note, all staff employed by Women's Legal Service Victoria are required to comply with Section 121 of the Legal Profession Uniform Law.

Equal Opportunity Employer

We recognise our work benefits greatly from the unique knowledge, skills, and expertise of individuals with diverse experiences, including people who are Aboriginal and Torres Strait Islander, with disability, with lived experience of family and sexual violence, and from migrant, refugee, culturally and racially marginalised backgrounds.

If this is you, we strongly encourage you to apply.

Women's Legal relies on an exception under the *Equal Opportunity Act* to employ women only.