

Position Description



Position Title	Paralegal
Location	Hybrid
Department / Service	Legal Service
Reporting To	Senior Lawyer Managing Lawyer
Main Purpose of Position	Responsible for supporting the legal team in the provision of legal advice and case work to clients throughout Australia who are affected by international parental child abduction.
Number of Direct Reports	0
Decision Making Authority	As per ISS Australia's Delegation of Authority and in accordance with ISS Australia's policies and procedures.
Key Relationships	Internal • Managing Lawyer, Legal Service • Legal Service team members • Victorian Office and NSW Office Teams External • Australian Central Authority • Referring agencies and professionals • Clients
Key Selection Criteria	Qualifications and Experience • Completed or in the process of completing a Bachelor of Laws or Juris Doctor • Experience in previous paralegal or administrative positions highly desirable • Experience with electronic client file management experience Knowledge and Skills • Excellent written communication skills, including the ability to draft complex written material and client communications. • Highly developed interpersonal skills, including the ability to relate well to a wide range of clients in considerably distressing circumstances. • Advanced legal research skills • Excellent organisational and time management skills and the ability to deal effectively with competing priorities. • Excellent computer skills, good knowledge of information and document management practices and an aptitude for data analysis and mining Personal Attributes • Self-motivating and managing, able to work independently and proactively • Ability to contribute to a positive working environment

	• Able to work collaboratively in a multidisciplinary team • Able and open to learning quickly and continuously • Keen to assist people in times of considerable personal distress.
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Key Areas of Responsibility	Key Performance Indicators
Information, advice and casework	• Client intake • Obtaining instructions from clients, with supervision as necessary • Assisting the lawyers with clients, file and practice management activities • Preparing initial drafts of Hague Convention and Bilateral Applications • File management support to lawyers, including maintaining and closing client files and maintaining client records • Undertaking legal research as requested • Assisting with the preparation and maintenance of the legal content of information resources
Referral	• Inform potential clients about relevant ISS Australia services, including IPCA social work support and international family mediation.
Data and report writing	• Maintain up-to-date and accurate quantitative and qualitative data, in agreed formats, on services provided to IPCA clients.
Other duties	• General administrative duties, including maintenance of client information database, word processing and photocopying • Data entry of required information • Actively participate in staff meetings, annual planning, and strategic development • Work cooperatively with all ISS Australia staff members, students and volunteers to contribute to a positive and supportive work environment • Undertake other duties in keeping with the position's level of responsibility, as directed

Conditions of Service	
Hours	Between 0.4 and 1 FTE
Other	Position is a hybrid position; some work from home and some office work required
Salary Package	Salary packaging is offered in accordance with ATO regulations for FBT-exempt charities and ISS Australia's policies.
Tenure	Fixed Term Basis with a 3-month probationary period.
General	Employment with ISS Australia is subject to a satisfactory National Police Check and provision of a current Working with Children Check.

Approvals	
Created by	Managing Lawyer
Approved by	Chief Executive Officer
Date of most recent update	10 March 2026
Review date	10 March 2027

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