



Legal Administration Assistant

Care Consumer Law

Care Consumer Law is a community legal centre providing legal services to people on low incomes or experiencing disadvantage or vulnerability in Canberra and its region. The Centre is accredited by Community Legal Centres Australia (CLCA) and run as a program of Care.

We specialise in the following areas of law: consumer credit and debt including financial abuse, insurance, consumer protection, fair trading, and bankruptcy.

The Legal Administration Assistant is responsible for providing high-level legal and administrative support to the Care Consumer Law Team and act as the first point of contact for clients of the legal centre.

Title: Legal Administration Assistant

Classification: Social, Community, Home Care and Disability Services Industry Award 2010 (Level 2)

Location: 19-23 Moore Street, Turner

Employment Status: Full time/Part time

Reports to: Principal Solicitor

Care is an EEO employer. Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically, and religiously diverse backgrounds are encouraged to apply.

About Care

Care has been supporting the Canberra community since 1983 and we believe in financial fairness for all. We are a community organisation that provides free and confidential support and assistance to people living on low to moderate incomes or who are experiencing financial difficulty.

Our priorities

- Provide information, advice, advocacy, and ongoing support for people in the community who experience financial hardship or exploitative lending practices.
- Work to educate the broader community about their rights, responsibilities, and options regarding financial issues.
- Advocate for fair changes at a systemic level.
- Be innovative in the community sector to achieve key outcomes, by focusing internally as an organisation, as well as working collaboratively with partner organisations.
- Constant reflection and evaluation of our services to ensure they meet the diverse needs of our various stakeholders.

Our values

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

Integrity: Our practices are professional, ethical, and human centred.

Inclusion: We seek to provide culturally appropriate and accessible services to all people in our community.

Diversity: We value and foster a diverse workforce and design services to reach a diverse target group.

Respect: We are respectful and work with compassion and empathy to support the people we work for and with.

Care is a not-for-profit Incorporated Association.

As with all roles in the for-purpose sector, this position is funded within Care's current operational and funding arrangements.

About Care Consumer Law

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The Centre specialises in the following areas of law: consumer credit and debt including financial abuse, insurance, consumer protection, fair trading, and bankruptcy. It offers outreach assistance through its Mobile Debt Clinic to people facing barriers to access and also provides a duty lawyer service at the ACT Civil and Administrative Tribunal (ACAT).

Since 2020, Care Consumer Law has been operating the Defined Benefits Information Service (DBIS) for the ACT Motor Accident Injuries (MAI) Commission providing information and legal advice to people injured in motor accidents in the ACT about benefits available under the *Motor Accident Injuries Act 2019*.

Cares' employees must have an understanding of, and commitment to, the vision of the organisation and the values underpinning this.

All Care employees must hold a Working with Vulnerable People Card for the ACT.

Position Description

- Provide high-quality legal and administrative support, taking an active role in assisting lawyers to deliver a high standard of legal services to clients.
- Manage client files, including preparing new files, checking data, requesting documents, maintaining file integrity, and coordinating movement and finalisation of files.
- Act as the first point of contact for clients of the legal centre, managing enquiries from clients, referral agencies and other lawyers, scheduling appointments, and arranging referrals to other agencies as required.
- Deliver operational, administrative, word-processing and procedural support to lawyers.
- Prepare general correspondence, legal briefs, affidavits and routine court or tribunal documents.
- Maintain statistics relating to legal information and advice, duty lawyer appearances, telephone advice, client details, file management and productivity.
- Conduct inbox and file management, including filing emails, organising and maintaining electronic files, ensuring accurate record-keeping, and prioritising and monitoring deadlines.
- Provide other ad hoc duties as needed.

Other

- Attend meetings as required.
- Maintain and build professional knowledge and technical skills through participation in relevant professional development activities.
- Perform other functions consistent with the classification level as directed.

Essential Criteria

- Demonstrated high-level organisational and follow-through skills, including excellent time-management, the ability to work effectively under pressure, and strong planning and problem-solving abilities.
- Strong attention to detail and a professional approach, with the ability to set and manage priorities and multitask accurately.
- Well-developed oral and written communication skills, with the ability to liaise effectively with people at all levels.
- Excellent interpersonal skills, sound judgment, and the ability to develop and maintain productive working relationships with key staff and a wide range of internal and external stakeholders.
- A genuine commitment to delivering high-quality client service.
- Solid knowledge of common software applications (e.g. Word, Outlook, Adobe) and strong technical skills in Microsoft Office and PowerPoint. Experience with legal practice management systems is an advantage.
- Ability to work effectively with people experiencing physical or mental illness, as well as individuals from disadvantaged or culturally and linguistically diverse backgrounds.
- A team-oriented mindset with the ability to collaborate effectively and contribute positively to team outcomes.
- Have a demonstrated commitment to Care's values of equity, inclusion, diversity and respect.
- Have experience working in an organisation with client groups who experience disadvantage and vulnerability.

Desirable Criteria:

- Have experience in legal administrative roles or a similar professional environment.

Applications

- Applicants should direct enquiries and their written application enclosing resume (4 pages max) and a cover letter outlining their skill set with reference to the Essential Criteria (max 3 pages) by e-mail to Care Principal Solicitor, Ameena Rahimi ameena.rahimi@carefcs.org

Summary Terms and Conditions

- Full time/Part time
- Core office hours 9am – 5pm
- Base salary commencement level SCHADS Award Level 2
- 4 weeks annual leave with 17.5% leave loading, paid annually.
- Christmas shutdown period excluded from annual leave and provided for by Care.
- Opportunity to purchase additional leave.
- Above Award personal leave entitlement of 18 days per year.
- Superannuation paid at Superannuation Guaranteed Rate of 11% to Employee's choice of fund with opportunity for Employee co-contribution.
- Salary sacrificing available.
- Terms and conditions are those set out in the Job Offer Letter, Care Employment Contract, Care policies & procedures, SCHADS Award and the National Employment Standards as set out in the Fair Work Act (2009).
- All Care staff are required to comply with Care policies & procedures.