

Position Description: Restricted Solicitor



SOUTH WEST
COMMUNITY LEGAL CENTRE INC

Position Title:	Restricted Solicitor (Entry Level)
Location:	Bunbury, Western Australia or at any other premises in the South West area as determined by SWCLC
Hours and Rate:	< As per contract >
Salary Packaging	This position includes attractive Salary Packaging benefits with commensurate tax free advantages of up to \$15,899 a year
Employment Type:	As per contract (All SWCLC positions are subject to security of ongoing funding)

About South West Community Legal Centre (SWCLC) Inc.

SWCLC is a not-for-profit community legal centre (CLC) providing quality legal advice, and information services targeted to the unmet needs of disadvantaged people in the South West region of Western Australia. The service currently operates from a Bunbury office and through Outreach to seven other regional centres - Bridgetown, Busselton, Collie, Harvey, Manjimup, and Margaret River. Serving a catchment of 181,000 people, SWCLC is the only CLC based between Albany and Mandurah.

Our Vision

Equal access to justice for all

Our Mission

To empower our community to achieve fair legal outcomes

Our Values

- Courage
- Compassion
- Commitment

Primary purpose of role

To support the SWCLC legal team to ensure outstanding levels of legal client service for South West Community Legal Centre, ensuring its compliance with legal and professional practice obligations.

1 Organisational Environment

This role reports to the Principal Solicitor ('PS') and/or Senior Solicitor.

2 Working Relationships:

Internal

- CEO
- Principal Solicitor ('PS')
- Executive Officer
- Senior Solicitor
- Solicitors/Tenancy Advocates
- Paralegals
- Administration team members
- Other SWCLC staff
- Volunteers and work experience students

External

- Clients
- Relevant stakeholders
- Community members
- Businesses
- Other Colleague Solicitors
- Court Staff

3. Key Result areas

Objectives – Key Result Areas	Responsibilities Major Tasks	Key Performance Indicators
KRA 1 Direct Client Service Delivery	<p>Under guidance from the PS:</p> <ul style="list-style-type: none"> • Conduct an agreed schedule of appointments each week both in the Bunbury office and nominated Outreach locations • Provide clients with preliminary advice and assistance on a range of legal matters including family law, domestic violence and civil law within scope of experience and training • Provide advice, assistance to negotiate and representation to clients at the Bunbury Magistrates Court during Shuttle Conferences • Provide advice, assistance with negotiation and drafting documents, and/or representation to clients 	<ul style="list-style-type: none"> • Quality of Legal services - Client and stakeholder surveys provide positive client feedback on performance • Number of legal services completed meets any target with reference to file thresholds • All legal services (advice, taskwork, case files, duty lawyer services, Shuttle Conferences) are provided to a high standard in a timely manner in line with set service policies • Client records (including file notes and correspondence) are recorded accurately, in a timely manner in accordance with set standards • Client need is triaged accurately, and clients are provided with high quality, timely duty lawyer services, casework and representation services

	<p>(as required) as part of the Family Violence Restraining Order Duty Lawyer program</p> <ul style="list-style-type: none"> • Accurately maintain and save client records, including file notes and correspondence, in accordance with SWCLC policies and practice. • Accurately triage client need and appropriate level of client service in accordance with SWCLC policies and practice • Undertake follow-up client task-work as triaged, in line with SWCLC policies and practices. • Open, manage, review and close client files in line with SWCLC practice • Identify and manage appropriate referrals of clients to other relevant services • Manage and perform all communications and correspondence in a professional, proficient and courteous manner. • Subject to suitable experience, provide supervision and guidance to other legal team members, volunteers and administrative staff • Subject to suitable experience, provide cover in the absence of other legal team members. • Comply with directives of senior legal team or administrative personnel • Deliver legal services in accordance with SWCLC policies and procedures, legal professional obligations, and other requirements necessary funding or insurance requirements • Other legal support duties as required 	<ul style="list-style-type: none"> • Files are opened, managed, reviewed and closed in a timely manner and in line with set standards. • Clients are provided with appropriate referrals to services that meet their needs • Clients, Colleagues, Supervisors, including members of the legal sector and judicial staff provide positive feedback regarding performance, interaction and communication • To the extent relevant, other legal team members, volunteers and staff are provided with clear, timely and respectful guidance and supervision. • To the extent relevant, workflow gaps created by other staff leave are minimised. • No significant complaints upheld • Other duties or tasks are completed in a timely and effective fashion
KRA 2 Networks, CLE and Law Reform	<ul style="list-style-type: none"> • Engage in and contribute to legal networks and local agencies as approved by PS 	<ul style="list-style-type: none"> • Engagement with networks and local agencies is positive and an effective balance is maintained with other work commitments

	<ul style="list-style-type: none"> • In consultation with PS, develop SWCLC's review and draft CLE, publications and any other materials used for and by SWCLC, law reform and policy submissions as appropriate • As required, train other staff to carry out CLE • Maintain constructive working relationships with government, community and commercial organisations. • Promote a positive profile for SWCLC 	<ul style="list-style-type: none"> • Engagement with networks and local agencies is positive and an effective balance is maintained with other work commitments • Policy work is relevant and of a high quality • Response to enquiries and requests for policy related information is timely • Number of education programs completed meets targets set • Positive stakeholder and client feedback from education seminars • Other staff assisted to deliver CLE • CLE and other legal materials are up to date and compliant
<p>KRA3 Culture and development</p>	<ul style="list-style-type: none"> • Lead by example by promoting and maintaining a positive image of SWCLC and demonstrate required SWCLC values • Maintain courteous professional relationships with other staff • Builds capacity of self and others • Observance with and compliance to Occupational Health and Safety Legislation • Adherence to SWCLC Policies and Procedures • Appropriate action taken in regard to grievances, complaints and their resolution • Participate in Continuous Improvement activities to continually enhance team and organizational performance • Support a working environment that is safe, supporting and encouraging at all times • Conduct risk assessments where appropriate • Undertake professional and personal development as determined with Principal Solicitor in performance 	<ul style="list-style-type: none"> • Evidence of strong professional working relationships and positive staff morale • Evidence of application of SWCLC values to work performance • Accurate and timely information is communicated to relevant staff • Conflicts resolved and managed appropriately and in accordance with policies and procedures • Legal staff demonstrate increased knowledge and skill • Participation in identified relevant training and professional development in accordance with SWCLC objectives and within budgetary constraints • Risk is effectively managed and reported in a timely manner • Hazards and incidents are reported and receive an appropriate response

	appraisal process or performance management plan.	
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4. Skills, Experience, Qualifications

- Minimum of a Bachelor in Law degree with limited post admission experience
- Strong commitment to social justice and to meeting the legal needs of disadvantaged groups
- Demonstrated commitment to delivering client service of a high professional and ethical standard
- Working knowledge of day-to-day operations of a legal service
- Outstanding oral and written communication skills
- Demonstrated capacity to work in a small team and support a cohesive environment
- Capacity to use initiative, set priorities, organise and manage workloads
- High level expertise in using the full suite of Microsoft Office products
- Good self-care and stress management skills
- National Police Clearance
- Current driver's license

5. Standards to which performance will be assessed

- Key performance areas
- Demonstrating SWCLC's values in all activities and interactions
- Compliance with SWCLC policies and procedures and practices
- Compliance with Position Description
- Compliance with SWCLC Code of Conduct and Confidentiality Agreement

I have read this document and agree to undertake the duties and responsibilities listed above. I understand and accept that the requirements of the role may vary from time to time to reflect organizational changes.

Name of Staff Member:

Signature:

Date:

Acting CEO:

Signature:

Date: