

Position Description

Position Title	Paralegal
Position Status	Full-time – Fixed Term (1.0 FTE)
MEA Classification	Victorian Community Legal Centres Multi-Enterprise Agreement 2024-2027 Social and Community Services Employee, Level 3
Position Reports to	Paralegal Team Leader
Position Supervises	Nil
Date Reviewed	May 2026

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 feminist practice, 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 women’s participation in employment through building skills and knowledge for those looking for a change, and valuing the diverse expertise brought into our organisation.

About our Legal Team

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 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 experiencing family violence with secondary consults. Alongside the direct service delivery, the Legal 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 Paralegal will provide high quality legal assistance and support to facilitate the smooth operation of the Legal teams, and the delivery of its advice and services. The position is required to support legal administration, document preparation, casework assistance, preparing briefs, conducting client intake and booking appointments, completing legal research tasks and providing general support to the team as required.

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

Key Responsibilities

1. Paralegal Support

- Complete intake and book legal advice appointments for help seekers;
- Provide referrals to help seekers that we are unable to assist;
- Provide paralegal services and support to the Legal team, including legal and non-legal research, drafting documents, court documentation preparation, and delivery of written information for consideration by the Legal team for inclusion in briefs and other legal documents;
- Supporting lawyers to organise and manage files, paperwork, data and evidence;
- Draft applications for grants of legal aid
- Perform data entry and data reviews ensuring accuracy and relevance of legal data and documentation recorded;
- Communicate with clients, either by phone, email or in writing;
- Assist lawyers with the conduct of cases;
- Contribute to the development and monitoring of Women's Legal priorities and outcomes; and
- Provide administrative support to Managing Lawyers.

2. Client Intake and Assessment

- Manage incoming client inquiries via phone, email, webforms and in-person visits;
- Perform detailed intake assessments to identify legal issues;
- Provide information about the service's offerings and determine eligibility for assistance;
- Conduct conflict checks to identify and address potential conflicts of interest; and
- Assess client needs and escalate high risk situations as required.

3. Information and Referral

- Connect clients with appropriate legal information and services, support organisations, and community resources; and
- Maintain up-to-date knowledge of services to provide relevant referrals.

4. General

- Work cooperatively with all staff members to advance Women's Legal and strengthen its integrated service delivery model;
- Contribute to a healthy, productive group culture where work practices, decision making, and behaviour reflect Women's Legal's intersectional feminist philosophy and values; and
- Perform other duties as directed and necessary for the proper performance of the role.

Key Selection Criteria

1. Skills, Knowledge, and Behaviour

- High level oral and written communication skills, with demonstrated ability to communicate effectively with staff, clients, external stakeholders and organisations;
- Demonstrated ability to utilise a trauma-informed and culturally safe approach to support clients;
- Excellent organisational and prioritisation skills, and the ability to manage multiple tasks whilst maintaining quality outcomes;
- Fine-tuned research skills, with a solution focused and resourceful approach;
- Strong document management skills with a keen eye for detail and accuracy;
- Capacity to exercise sound judgement in dealing with sensitive, confidential matters; and
- Demonstrated ability to be flexible, particularly whilst working in an environment of change.

2. Qualifications and Experience

The following while not essential, will be highly regarded:

- Experience in providing paralegal support, or similar;
- Certificate IV in Legal Services;
- Experience working in a community legal centre or law firm; and
- Experience working in family law, family violence, migration law and crime.

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:

Inclusive: We actively listen and ensure that marginalised voices are centred in every forum we create.

- We ask about accessibility needs and adjust where possible
- We centre people's input into things that affect them
- We ask what voices are being heard, who holds power and create spaces to amplify marginalised voices.

Purposeful: Our work leads us to achieve our strategy. We invest in learning and continuous improvement to achieve our impact.

- We are clear about the "why" and prioritise actions that help us achieve our strategy
- We are clear in our roles and responsibilities and take accountability for meeting these requirements.
- We use data, lived experience and professional judgement to make decisions that maximise impact.

Courageous: We take the challenging path to learn, grow and achieve our strategy.

- We have challenging conversations to understand, find common ground, and promote change including with people in positions of power
- We are brave and challenge ourselves, even when it feels uncomfortable
- We are committed to learning from our wobbles and using them as opportunities for growth.

Collaborative: We value and actively foster involvement of a diversity of views, experiences and expertise to work together to achieve better outcomes.

- We use open communication, clear processes and dedicated time to build collaborative and trusting working relationships
- We consider the power, roles, styles and needs of those involved in collaboration
- We are generous in sharing successes and learnings, acknowledging everyone's efforts and contributions.

Authentic: We are honest and accountable. We seek to learn from our successes and failures

- We are honest about our capacity, skills and knowledge and are open to receiving feedback
- We do what we say we will do and take accountability for our actions
- We ask for help when we need it

Workplace Health and Safety Obligations

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

1. Participating in the development of a safe and healthy workplace;
2. Complying with instructions given for their own safety and health and that of others, in adhering to safe work procedures;
3. 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;
4. To report any injury, hazard or illness immediately, where practical to their supervisor;
5. Not place others at risk by any act or omission; and
6. 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.

Please note, non-lawyers 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 those with lived experience of family violence, Aboriginal and Torres Strait Islander people, women with disability and women from migrant, refugee, or non-English speaking 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.