



Paralegal (Tenancy Advocate)

Status	Full-time, permanent
Location	Kununurra, WA
Reports to	Principal Solicitor (East Kimberley)
Direct Reports	No line management of permanent staff; supervises interns, PLTs and volunteers

Organisation

Kimberley Community Legal Services (KCLS) is an independent, not-for-profit community legal service that provides free legal, financial counselling, and social work support services to financially disadvantaged and vulnerable people in the Kimberley region of Western Australia. KCLS is the largest remotely located civil law service in Australia and services a substantial First Nations client base. We operate across the Kimberley region from our offices in Kununurra and Broome, servicing urban and remote towns and communities.

OUR MISSION

To be a dynamic organisation that works with the people and communities of the Kimberley to make a positive difference.

OUR VISION

Dignity, human rights, and social justice for all people in the Kimberley.

OUR VALUES

1. Empathy and respect
2. Dedication and commitment
3. Integrity and honesty
4. Teamwork and collaboration
5. Improvement and innovation

Role

This role is primarily responsible for providing support and advocacy to tenancy clients and paralegal administrative and paralegal support to our solicitors and their clients, as part of an integrated, holistic and client-focused team.

Duties and Responsibilities

TENANCY INFORMATION AND ADVOCACY – CROSS REGIONAL

1. Develop and liaise with key stakeholders to ensure good referral pathways, enhanced service provision and optimal outcomes for tenancy clients.
2. Provide general minor assistance, information, advocacy, support, negotiation, options and appropriate referrals to people with residential tenancy issues including exit surveys.
3. Support KCLS team members to ensure a holistic service and that complex cases are managed appropriately for the client.
4. Maintain an updated tenancy services resource and referral file.
5. Work closely with Department of Energy, Mines, Industry Regulation and Safety, Department of Communities and other local service units.

PARALEGAL ADMINISTRATION – EAST KIMBERLEY OFFICE

1. Support and undertake paralegal tasks under the supervision of the legal team including conflict checks, writing referrals, drafting and preparing legal correspondence and documentation.
2. Develop knowledge of relevant legal practices and procedures and participate in legal research on case law and statutes in order to develop knowledge of various areas of law relevance.
3. Provide general minor assistance, information, advocacy, support, negotiation, options and appropriate referrals.
4. Support team members to ensure that a holistic service and complex cases are managed appropriately for the client.

GENERAL ADMINISTRATION – EAST KIMBERLEY OFFICE

1. Provide administrative support to legal staff as required, including maintaining office equipment/supplies, reception duties, email management, printing.
2. Manage and coordinate calendars for the legal team of events, appointments and meetings, including shared diaries and deadline monitoring.
3. Assist, organise and often attend events and programs across legal services, including outreach with legal staff from time to time as required.
4. Keep accurate records and comprehensive database entries.



COMMUNITY DEVELOPMENT

1. Devise, organise and present community education to raise awareness regarding tenants' rights and responsibilities.
2. Deliver and monitor the effectiveness of targeted community education programs on issues relating to tenants rights and responsibilities to build resilient communities.
3. Participate in interagency networks and build/maintain relationships with referring agencies, key organisations, community leaders and local people relevant to the area.
4. Participate in collaborative efforts with other service providers or organisations in delivering information, advocacy, and education.
5. Play an active and constructive role in client services, working together with KCLS social services and legal teams, to achieve the strategic direction of the organisation.

PROFESSIONAL DEVELOPMENT

1. Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position.
2. Attend and participate in staff meetings and events as required.

Skills, Qualifications and Experience

ESSENTIAL

1. Strong communication and interpersonal skills, with the ability to work with and communicate well with Aboriginal people and those from culturally and linguistically diverse backgrounds.
2. Ability to deal assertively and courteously with the general public in a calm and respectful manner with personal resilience in difficult situations.
3. Willingness to learn new tasks, processes and procedures, who is flexible and adaptable to changing work environments with the ability to take on reasonable additional responsibilities as required.
4. Demonstrated experience providing secretarial and administrative support, with a high level of attention to detail and accuracy.
5. Sound organisational skills, with the ability to manage workload, deadlines and competing demands independently and as part of a team.
6. Competent computer skills working with Microsoft Office and Outlook, with a solid understanding of computer software, systems and hardware.
7. Understanding and commitment to principles of social justice and teamwork and a willingness to learn and share knowledge with others.

DESIRABLE

1. Demonstrated experience in delivering client services, maintaining client records and databases, handling confidential and sensitive information in a professional manner.



2. Undertaking or completing studies in a legal qualification, or relevant experience in a similar role.
3. Experience working remotely in a legal practice setting and/or community-based organisation.
4. Current driver's licence for use in WA.

