

Women's Legal Service NSW

Position Description

Intake and Triage Paralegal

Grade Classification	Grade 2
Salary Range	\$76,070.23 per annum (pro rata) or \$41.68 per hour. (Indexation to be applied for 2026-2027)
Location	Role base: Lidcombe NSW
Employment type	Part time
	Contract role
Award	The Women's Legal Service NSW Enterprise Agreement, read in conjunction with the Social, Community, Home Care and Disability Services (SCHADS) Award.
Benefits	Salary packaging option available.
Approval Date	11 November 2025

PRIMARY PURPOSE OF THE ROLE

The Intake and Triage Paralegal is the first critical point of contact for callers and clients seeking legal assistance. This role provides trauma-informed, culturally safe, legal intake, triage and support to connect clients with appropriate legal assistance or provide facilitated warm referrals, in line with legal practice standards and organisational values.

KEY ACCOUNTABILITIES

- Conduct trauma-informed client intake interviews to assess risk of harm, legal issues, eligibility and immediate needs in line with organisational policies, guidelines and values.
- Triage and prioritise matters based on urgency, complexity, safety, risk factors and client capacity, escalating high-risk cases for management consideration as required.
- Provide legal assessment information to callers and external agencies, schedule appointments with solicitors and organise facilitated warm referrals to external support services, ensuring clients are connected with appropriate assistance.
- Manage client files, collect data and contribute to reporting obligations.
- Support solicitors by drafting routine correspondence and preparing documents and following up with clients as directed.
- Monitor and respond to safety and wellbeing concerns, using established risk assessment tools and reporting mechanisms.
- Participate in continuous improvement initiatives, team meetings and training to ensure intake practices remain effective, client-centred and compliant.

POSITION DIMENSIONS

This position reports to	Intake and Triage Team Lead Assistant Principal Solicitor
Number of direct reports to this position	None

Other - This role is expected to attend all training deemed essential to Women's Legal Service NSW's commitment to delivering services in a trauma-informed, culturally safe, client-centred manner.

ORGANISATIONAL CONTEXT

Women's Legal Service NSW works to end gender-based violence and achieve gender equity. With decades of experience and a feminist understanding of how law, systems and power impact women's lives, we drive structural and systemic change through legal action, law and policy reform, advocacy, and education to improve women's safety and economic security. Our legal practice spans three specialist programs: the Women's Rights Program, the First Nations Women's Legal Program, and the Working Women's Centre. Together, they provide free, trauma-informed, culturally safe, client-centred legal services, grounded in a gender justice framework.

Intake and Triage Paralegals have a role in promoting a more just and inclusive legal system for women and gender-diverse people through ensuring callers and clients' needs are fully understood and carefully assessed. This role also supports the legal team to deliver timely and high-quality legal assistance.

KEY RELATIONSHIPS

Who	Why
Internal	
Intake and Triage Team Lead	• Receive day to day supervision, guidance and direction. • Provide data for reporting and monitoring and contribute to resource development. • Identify emerging issues/risks and their implications and propose options to address.
Intake and Triage Team	• Work collaboratively to manage communication channels, appointment bookings, intake logistics and reporting.
Assistant Principal Solicitors	• Receive legal direction, supervision and guidance as needed and approve complex appointments.
Senior Solicitors and Solicitors	• Prepare documents and ensure smooth transitions from intake to advice. • Liaise on a matter-by-matter basis and share information. • Provide paralegal support to senior solicitors in casework and litigation.
Education, Training and Engagement Team	• Contribute to the development of client-facing information sheets and community education sessions relating to the Intake and Triage function as needed.
External	
Clients	• Engage with clients respectfully, safely and professionally as the first point of contact for WLS NSW.
Legal Assistance Sector	• Coordinate referrals and facilitated warm referral handovers.
Health, Housing, and Domestic/Family Sexual Violence Services	• Coordinate non-legal referrals to ensure integrated client support.
Interpreter Services and Support Workers	• Engage as needed to ensure equitable access for clients with language or communication barriers.
Court Registries or Tribunal Staff	• Occasionally liaise under solicitor supervision for procedural information or support.

CORE POSITION RESPONSIBILITIES

This position description outlines the primary responsibilities; however, it is not intended to be an exhaustive list.

Accountability Areas	Responsibilities
Conduct trauma-informed and culturally safe client intake interviews	• Engage with clients in a respectful, empathetic, and non-judgmental manner. • Identify key legal and non-legal issues through guided intake processes. • Determine types of legal assistance based on service criteria and funding guidelines. • Ensure interpreter or accessibility services are arranged where required. • Maintain confidentiality and privacy in all client interactions.
Triage and prioritise matters based on urgency, complexity, safety, and risk	• Apply intake and triage tools to assess risk indicators, including family violence and child safety. • Prioritise and present urgent matters for Team Lead and Assistant Principal Solicitor consideration. • Refer out of scope matters to appropriate external services. • Escalate complex or high-risk cases promptly. • Keep accurate records of triage decisions and rationale.
Provide legal information and warm facilitated referrals	• Provide targeted legal information within the scope of a paralegal role. • Identify when a matter requires legal advice from a solicitor or support from a Community Access Officer • Collaborate with other service providers and provide warm referrals as assessed. • Maintain referral logs and track outcomes where required.

Accountability Areas	Responsibilities
Provide timely and accurate management of client information, data collection, and reporting obligations	• Accurately input client data and case notes into the case management system (Actionstep). • Create and maintain electronic files in line with organisational procedures. • Ensure files meet legal, ethical and data security standards. • Assist in internal data audits or reporting tasks as required. • Input accurate data for reporting, monitoring and trend analysis.
Assist solicitors with legal support tasks	• Draft routine client correspondence (e.g. letters of engagement, follow-ups). • Assist in preparing legal documents, applications, or information packs. • Liaise with clients to schedule appointments or request documents. • Support the legal team with administrative tasks related to client matters.
Monitor and respond to safety or wellbeing concerns	• Recognise signs of risk to client safety or wellbeing, including family violence and mental health. • Complete risk assessments and safety planning in collaboration with the team. • Follow organisational policies for duty of care and legal practice obligations. • Notify the legal team or management of critical issues requiring escalation. • Maintain detailed and confidential records of risk-related interactions.

Accountability Areas	Responsibilities
Participate in team activities and continuous improvement	• Actively participate in team meetings, debriefings and reflective practice. • Engage in professional development relevant to this role (e.g., trauma-informed care, legal updates). • Contribute to service evaluation, feedback processes, and intake system improvements. • Maintain awareness of legal service policies, procedures, and compliance obligations. • Support internal projects or cross-team collaboration as directed. • Contribute to the development of client-facing information sheets and community education sessions relating to the Intake and Triage function as needed.
Organisational and personal values	• Represent the organisation in an honest, ethical and professional way and act with integrity and respect at all times and in all situations. • Work collaboratively, sharing knowledge with colleagues to deliver professional excellence. • Recognise and report misconduct and illegal and inappropriate behaviour. • Show commitment to achieving work goals and deliverables. • Adhere to the Australian Solicitors Conduct Rules and the Legal Profession Uniform law at all times. • Proactively identify and manage risks in line with the Community Legal Centres Australia Risk Management Guide to uphold the safety, integrity, and quality of the Women's Legal Service NSW services.

SELECTION CRITERIA

Essential criteria	1. Commitment to Social Justice and Gender Equity. Demonstrated understanding of, and commitment to, social justice issues for women, particularly First Nations women, and women experiencing deep and persistent disadvantage (social, economic and cultural) and lack of access to legal services. 2. Qualifications. Paralegal qualification or significant progress toward a law or relevant degree and/or demonstrated paralegal experience in a legal environment. 3. Legal Ethics and Risk Management. Understanding of legal practice obligations under the Legal Profession Uniform Law. 4. Client-Centred and Trauma-Informed Legal Practice. Ability to work with clients facing disadvantage, trauma and legal complexity across diverse client groups. 5. Trauma-Informed and Ethical Client Engagement. Demonstrated ability to manage sensitive client information professionally and with empathy. 6. Communication and Interpersonal Skills. Strong interpersonal, collaboration and written and verbal communication skills. 7. Organisational, Time Management and Analytical Skills. Strong organisational, analytical and problem-solving skills. 8. Technical Systems Proficiency. Competent in using Microsoft Office and able to learn to use our case management system.
Additional criteria	9. Pre-Employment Screening. Satisfactory Police Check and Working with Children Check (as applicable). 10. Willingness to Travel. Ability to travel in line with work commitments. 11. Professional Development. Commitment to undergoing organisational relevant training and education in line with role responsibilities.

Desirable criteria	12. Sector Experience. • Experience in the legal assistance sector. • Understanding of trauma-informed and culturally safe practice. • Familiarity with Actionstep. 13. Knowledge. Knowledge of legal and social issues affecting women and gender-diverse people, particularly in the following areas: discrimination, employment, sexual harassment, family law, domestic/family and sexual violence, compensation and victims support for victims of crime.
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The Women's Legal Service NSW considers being a woman a genuine occupational qualification for this position under s. 31 of the Anti-Discrimination Act 1977 (NSW).