

Position Description	
Position title	Paralegal, Self-Representation Law
Position reports to	Clinic Lead and Principal Lawyer
Position works in close collaboration with	Lawyers and Paralegals
Employment status	Full time permanent
Hours	37.5 hours per week
Salary	\$79,428.45 per annum, plus superannuation which will be paid according to statutory requirement, with annual leave loading, additional leave benefits and generous salary packaging options.
Location	Level 5, 175 Liverpool Street, Sydney (Hybrid working model: at least 40% time spent in the office across the month).

Role Purpose

The Paralegal, Self-Representation Law supports the delivery of high-quality, people-centred legal services across Justice Connect's Self-Representation services: Domestic Building Legal Service, Federal Self-Representation Service, and Victorian Self-Representation Service. This role works closely with lawyers and Principal Lawyers to assist with intake, client support, file management, and day-to-day clinic operations. This role provides an opportunity to work across multiple legal practice areas and court environments, while contributing to service improvements, data accuracy, and help-seeker engagement. The paralegal plays a key role in ensuring legal services run efficiently and responsively.

Key Responsibilities

Legal service delivery support:

- Assist with client intake processes, including initial eligibility screening and gathering background information.
- Support client file management and matter progression in accordance with legal and ethical practice obligations.
- Provide legal administrative assistance including preparing documents, engaging with clients, and making referrals.
- Assist with clinic coordination, including in-person or remote clinic scheduling, volunteer liaison, and day-of support.
- Undertake legal research and assist with the development and maintenance of self-help resources and templates.
- Attending court offices on on-site days, as required.

Team and stakeholder coordination:

- Liaise with courts, referrers, and pro bono partners in support of clinic scheduling, document exchange, and updates.
- Support coordination of volunteer and secondeed lawyers involved in service delivery, including rostering and orientation tasks.
- Provide assistance to Practical Legal Training (PLT) students in consultation with supervising lawyers.

Data and reporting support:

- Ensure accurate data capture for service delivery, supporting reporting requirements and monitoring of service trends.

Organisational contribution:

- Support Justice Connect's Reconciliation Action Plan, equity and inclusion objectives, and organisational values.
- Collaborate with other Justice Connect teams and participate in cross-program initiatives that support shared impact goals.
- Demonstrate behaviours aligned with Justice Connect's values.

Workplace health and safety:

- Take all reasonable care regarding the health and safety of yourself and others in the workplace and ensuring compliance with policies or procedures.

Selection Criteria

Qualifications

- Bachelor of Laws or Juris Doctor qualification; or
- In the final two years of study of one of the above qualifications; or
- A qualification as a paralegal (E.g. Diploma of Paralegal Services, Associate Degree of Law (Paralegal Studies)).

Technical expertise

- Working knowledge of legal practice obligations, including confidentiality, privacy, conflicts of interest and accurate client file management.
- Proficiency in digital case-management, document-management and Microsoft Office systems, including accurate data entry and record keeping.

Experience

- Experience engaging with clients or customers is essential.
- Experience in a community legal service or law firm is valued.

Knowledge, skills and attributes

- Proficient organisational skills and able to prioritise tasks effectively.
- Strong communication skills, including the ability to communicate clearly and respectfully with people experiencing vulnerability.
- Collaborative and committed to supporting team goals.
- Demonstrates attention to detail.