

## Position Description Solicitor

<b>Position</b>	Solicitor	<b>Basis of Employment</b>	Full time / Part time contract to 30 June 2019
<b>Commence Date</b>	June 2018	<b>Salary Range</b>	\$76,608.47 - \$90,965.92  Salary Sacrifice available
		<b>Last Updated</b>	May 2018

### Consumer Credit Legal Service (WA) Inc.

Consumer Credit Legal Service (WA) Inc. (CCLSWA) is a specialist community legal centre focusing on credit, banking and consumer law issues. CCLSWA is one of over 25 Western Australian community legal centres that are independent, non-profit organisations.

Community legal centres provide legal services to people who are ineligible for legal aid and who are unable to afford the services of private lawyers, particularly if they are on low incomes or are vulnerable or disadvantaged. Our clients include people with disabilities, women, young people, indigenous people, and people of culturally and linguistically diverse backgrounds.

### The Solicitor Role

In this role, the successful solicitor will:

- Communicate clearly and be pro-active, responsive, reliable and pragmatic in interacting with clients so that clients know their legal issues have been heard and their situations understood.
- Provide information to a client that is ethically responsible, legally correct and applies to the person's circumstances.
- Work closely with law student, and law graduate volunteers, providing sound guidance in contribution to their continuing legal education.
- Collaborate with peers by being a team player.
- Create an inspiring workplace by being a mentor and role model to other staff members and being self-aware and self-reflective on work performance.
- Contribute to policy and law reform, community legal education, networking, and training activities.

### Organisational Relationships

This position reports directly to the Managing Solicitor.

## Skills and Knowledge

### Core Skills and Knowledge

Communication	<ul style="list-style-type: none"> <li>• High level listening and questioning skills to understand the clients' needs.</li> <li>• Communicate effectively with clients in a courteous and responsive manner that builds rapport and understanding.</li> </ul>
Team Building	<ul style="list-style-type: none"> <li>• Build rapport and a supportive work environment with other staff within the organisation.</li> <li>• Approachable and responsive to requests for assistance from other staff members and provides assistance to paralegals and volunteers.</li> <li>• Organises activities as requested and effectively manages client and management expectations regarding priorities and meeting deadlines.</li> <li>• Participates in staff meeting/training as required.</li> </ul>
Legal	<ul style="list-style-type: none"> <li>• Admission to practice as a lawyer of the Supreme Court of Western Australia with at least 3 years PQE.</li> <li>• Able to use legal knowledge and problem solving skills to provide information in plain English that is accurate, ethical and meets the specific requirements of the client</li> <li>• Able to correctly interpret the legislation and how it applies to the client.</li> <li>• Demonstrates high quality legal drafting skills by producing work that requires minimal changes and advice that addresses clients' needs in plain English.</li> <li>• Continually builds legal technical knowledge and skills through education and knowledge sharing.</li> </ul>
Ethics/values	<ul style="list-style-type: none"> <li>• Exceptionally strong work ethic.</li> <li>• Understands and applies CCLSWA Risk Management procedures and policies.</li> <li>• Respects and demonstrates CCLSWA's Code of Ethics in work behaviour.</li> <li>• Understands, promotes and works towards CCLSWA's Strategic Vision.</li> <li>• A commitment to social justice and an interest in issues affecting disadvantaged customers</li> </ul>

### Technical Skills and Knowledge

Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of banking, finance and Australian Consumer Law as well as other legislation, regulatory policy and industry standards relevant to area of practice</li> <li>• Understanding of alternative dispute resolution processes</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Able to thoroughly research complex issues using legislation, case law, rulings and commentary.</li> <li>• Able to draw on general legal skills.</li> <li>• Able to develop rigorous legal analytical and writing/drafting skills.</li> <li>• Able to supervise law students and law graduates.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience or an understanding of community, Not-for-Profit Organisations.</li> <li>• Experience in civil or commercial litigation</li> <li>• Experience in supervision of juniors</li> </ul>

## Duty Statement

Area	Duties	Key Performance Indicators
<p><b>Advice &amp; Case Work – 50%</b></p> <p>Assist clients, resolve disputes and problems by providing legal advice and advocating on behalf of them individually and in groups including appearance work in the courts and tribunals and representation at relevant external dispute resolution schemes</p>	<ul style="list-style-type: none"> <li>❖ Provide advice to clients contacting the Advice Line.</li> <li>❖ In consultation with the Managing Solicitor select and represent clients with public interest/test cases.</li> <li>❖ Prepare individual cases for alternative dispute resolution or litigation and where necessary conducting cases before the respective courts/tribunals</li> <li>❖ Thoroughly research complex issues using legislation, case law, rulings and commentary.</li> <li>❖ Prepare high quality legal drafting work that requires minimal changes and advice that addresses clients needs</li> <li>❖ Review and evaluate cases and their outcome in consultation with Managing Solicitor and other solicitors in CCLSWA</li> </ul>	<ul style="list-style-type: none"> <li>❖ Take turn supervising the advice line as or when required.</li> <li>❖ Review &amp; monitor open files monthly and close as appropriate.</li> <li>❖ Report in detail and keep other legal staff informed on progress on open cases at the monthly Legal Practice meetings</li> <li>❖ Provide supervision and/or direction to volunteers and solicitors on Restricted Practice as required under Risk Management Guidelines.</li> <li>❖ Open 3 – 4 new cases/month. Carry a <u>minimum</u> case load of between 10 -12 cases with 70% being complex – to very complex matters</li> <li>❖ Meet with Managing Solicitor and other solicitors at least once every six months to consider opening and running a ‘public interest’ case.</li> </ul>

<b>Community Education &amp; Networking – 20%</b>		
<p>Contribute to Community Legal Education and the maintenance and development of networks with other relevant organisations</p>	<ul style="list-style-type: none"> <li>❖ Assist with the education of financial counsellors and consumer advocates by preparing information and presenting educational sessions as required.</li> <li>❖ Identify issues of concern to WA consumers and/or groups of Consumers.</li> <li>❖ Participates in relevant committees, issue based groups, conferences and workshops as required.</li> <li>❖ Present guest lectures in consumer law to University students.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Supervise and check material prepared by volunteers &amp; solicitors for correct legal information.</li> <li>❖ Present or participate in 3 – 4 agreed CLE/Networking activities every 6 months.</li> <li>❖ Assist and support volunteers/restricted practitioners with the CLE activities</li> </ul>
<b>Policy &amp; Law Reform – 20%</b>		
<p>Contribute to creating change in the law and government policy and the practices and policies of financial institutions by identifying opportunities and participating in campaigns, research and writing papers and submissions.</p>	<ul style="list-style-type: none"> <li>❖ Provide legal analysis, opinion and comment on aspects of banking and finance and consumer law related legislation and policy development.</li> <li>❖ Consult with government departments, the banking and finance industry and consumer organisations as appropriate.</li> <li>❖ Prepare submissions and position papers for government, government committees, industry and consumer groups.</li> <li>❖ Keep current with legislative changes and other industry developments</li> </ul>	<ul style="list-style-type: none"> <li>❖ Review short articles on cases prepared by volunteers and solicitors for correct legal information.</li> <li>❖ Prepare at least two Position Papers per year on a topic to be agreed in consultation with Managing Solicitor.</li> <li>❖ In consultation with the Managing Solicitor identify and participate in 2 law reform activities/year, including preparing submissions.</li> </ul>

<b>General Duties – 10%</b>		
Assist with and co-operate in the day to day running of the Organisation	<ul style="list-style-type: none"> <li>❖ Contribute to the teamwork approach of CCLSWA, its work and activities.</li> <li>❖ Assist other staff in the performance of the work of the Services - including filling in for other staff from time to time depending upon training, skills and ability.</li> <li>❖ Attend staff meetings and training as required.</li> <li>❖ Perform other duties which may be reasonably required, requested or directed from time to time and which are within the person's capabilities, training and/or skills</li> </ul>	

**Agreement**

I have read and agree to abide by the Statement of Duties set out in this Position Description.

"Note: This position is subject to the Consumer Credit Legal Service Conditions of Employment for the role"

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Managing Solicitor's Signature

\_\_\_\_\_  
Date