

<b>POSITION TITLE:</b>	Legal Assistant		
<b>REPORTS TO:</b>	Administrative Services Manager		
<b>PROGRAM AREA:</b>	Various	<b>LOCATION:</b>	CBD, Melbourne metro & regional locations
<b>CLASSIFICATION:</b>	VLA2	<b>POSITION TYPE:</b>	Various

**POSITION SUMMARY**

To provide effective and efficient administrative support to a team of lawyers and administrative staff.

**RESPONSIBILITIES**

1. Provide a wide range of legal administrative support services including but not limited to audio typing, word processing, data entry, file management and where required, reception services.
2. Triage client inquiries at the office or in court, record outcomes and provide internal or external referrals as appropriate.
3. Provide information and referrals to the public, legal practitioners and community agencies about Victoria Legal Aid (VLA) and external services.
4. Update and maintain VLA's client database and case management system in accordance with policies, procedures and practice standards considering local operating requirements.
5. Manage the booking of client appointments including video conferencing and telephone appointments through the client booking system.
6. Assist the administrative services manager with:
  - a. the development and implementation of procedures to enhance the legal and administrative work practices within the office and across VLA;
  - b. the day to day management functions including the training and orientation of new staff within the office; and
  - c. community legal education seminars where necessary.
7. Process accounts for payment if required including cash handling, attending to account enquiries and undertake follow up action when required.

**KEY SELECTION CRITERIA**

1. Demonstrated capacity to provide administrative support including excellent organisational skills and the ability to prioritise workloads, meet timelines and work under pressure.
2. Demonstrated ability to provide client focused services in a complex, confidential and sensitive environment.
3. Sound interpersonal skills and the capacity to communicate with clients who are often people who are socially and economically disadvantaged, people with a disability or mental illness, children, the elderly and people from

## KEY SELECTION CRITERIA

- culturally and linguistically diverse backgrounds.
4. Sound problem solving and decision making skills to ensure that clients and other members of the public receive efficient and effective delivery of VLA services.
  5. Ability to learn new systems and processes quickly to ensure sound understanding and working knowledge of VLA's client database.
  6. Proficient word processing skills and experience in the use of Microsoft Office Suite.
  7. Proven ability and commitment to working collaboratively in a team environment.
  8. Knowledge of the work of VLA and a commitment to our vision and values.

## QUALIFICATIONS/ EXPERIENCE

- Experience in providing administrative support ideally within a legal environment (highly desirable).
- Experience of the law, the legal system and legal procedures (highly desirable).

## OTHER RELEVANT INFORMATION

- To be eligible to apply for this position you must be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa.
- You may be required to consent to a police check. Please note that people with criminal records are not automatically prevented from applying for this position and each application will be considered on its merits.
- You may be required to undergo or hold a current Working with Children Check.
- From time to time you may be required to travel between various office locations to deliver quality services to our clients or for professional development.

## ORGANISATIONAL CONTEXT

VLA provides legal aid services to members of the community both in-house and through contracted private lawyers. Our services include duty lawyers at courts, legal representation on individual cases, legal information, legal advice and community legal education.

Our in-house practice is divided into four programs: Criminal Law, Family, Youth & Children's Law, Civil Justice and Access and Equity. It is one of the largest legal practices in Victoria employing 300 plus lawyers in locations across the State. As well as its legal work, VLA conducts research into and makes submissions concerning legal aid and law reform issues.

VLA also has 14 regional offices. Five are situated in metropolitan Melbourne (Broadmeadows, Dandenong, Frankston, Ringwood and Sunshine) and eight in regional Victoria (Ballarat, Bendigo, Geelong, Horsham, Mildura, Morwell, Shepparton and Warrnambool). A sub branch of the Morwell office is located at Bairnsdale. The work mix of each office varies according to the needs and characteristics of the region in which it operates. All regional offices provide a comprehensive range of legal services (in most areas of law), duty lawyer services, casework in most Victorian courts and tribunal and community legal education.

## ORGANISATIONAL CONTEXT

Each office is supervised by a managing lawyer and administrative services manager. Each sub program in Melbourne is supervised by a program manager and administrative services manager. The managing lawyers, program managers and administrative services managers are responsible for the management of their office or sub program area including leading and developing a team of legal and legal assistant staff.

The role of the legal assistant is to provide administrative support and reception duties (where required) including the intake assessment of client needs to make decisions about appropriate service to be offered. The role will be responsible for the update of the corporate case management system, word processing and scheduling of appointments. The role will be expected to liaise with clients, private practitioners and community groups and provide information about legal aid services. The legal assistant position reports to the administrative services manager.

This position description covers legal assistant and reception staff within the legal practice areas across the organisation. Some of the duties may be more prevalent than others depending on the location of the position.

## OUR VISION & VALUES

### Our vision

A fair and just society where rights and responsibilities are upheld.

### Our purpose

To make a difference in the lives of our clients and for the community by:

- resolving and preventing legal problems.
- encouraging a fair and transparent justice system.

### Our values

#### Fair

We stand up for what is fair.

We aim to be fair when making choices about who and how we help people.

#### Care

We care about our clients and the community in which we live.

We look out for and take care of each other.

#### Courage

We act with courage backed by evidence about what is best for clients and the community.

We act with courage to be the best we can be.

***VLA is an Equal Opportunity Employer and is committed to promoting a diverse and inclusive workforce. We encourage Indigenous Australians and people from culturally diverse backgrounds to apply for positions within our organisation. We will make reasonable adjustment where possible for people with disabilities.***

*Position Description authorised by Resourcing & Remuneration Manager.*



Signed:

Date: September 2017

Our ref: Various

Date last updated: September 2017