

POSITION TITLE:	Legal Help Lawyer		
REPORTS TO:	Senior Legal Help Lawyer		
PROGRAM AREA:	Access and Equity	LOCATION:	Melbourne
CLASSIFICATION:	VLA3	POSITION TYPE:	Various

POSITION SUMMARY

1. Provide accurate, responsive and high quality legal help, assessment, triage, information, advice and referral concerning a wide range of legal matters to members of the community contacting Victoria Legal Aid (VLA).
2. Help people deal with legal issues by ensuring that VLA services are accessible, efficient and relevant.
3. Provide support to highly vulnerable people in our community.

RESPONSIBILITIES

1. Provide timely legal help (via VLA's Skype telephone technology and in person) about a range of legal matters that is accurate, communicated clearly, and facilitates access for the public to the services of VLA and other agencies.
2. Provide legal help to VLA's priority client groups, including clients who speak languages other than English, to assist in the promotion of VLA, Legal Help and specialist lines.
3. Participate in the development of Legal Help as a centre of excellence for triage, intake and legal and non-legal referral, contributing to best practice service delivery initiatives, taking up opportunities for professional development and occasionally participating in community engagement activities.
4. Ensure a high level of service quality by meeting key performance indicators whilst adhering to the Legal Help Service Model guidelines.
5. Participate in other organisational-sponsored activities, such as community legal education and promotional campaign work, as required.

KEY SELECTION CRITERIA

1. Practical knowledge of law and procedure gained from experience in a legal environment.
2. Demonstrated high level legal diagnostic and problem solving skills to accurately assess and address client needs.
3. High level communication and interpersonal skills, including proficient telephone skills.
4. Proven ability to work under pressure with maturity and resilience, deal with challenging clients with complex needs and cooperate in a team environment.
5. Knowledge of legal, community and welfare organisations, and an understanding of good referral practice.

KEY SELECTION CRITERIA

6. Demonstrated ability to simultaneously provide accurate and relevant legal help over the telephone, while using computer applications and online legal resources.

QUALIFICATIONS/ EXPERIENCE

- A current Australian practising certificate which entitles you to practise in Victoria as a government legal practitioner (mandatory).
- Experience in a legal practice environment (desirable)
- Fluency in English (mandatory).
- Fluency in a language other than English (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.
- From time to time you will be required to travel between various office locations to deliver quality services to our clients or for professional development.

ORGANISATIONAL CONTEXT

As part of the Access and Equity program, VLA's Legal Help service is the key telephone entry point for Victorians seeking legal assistance. The aim is to provide an accessible, holistic triage, intake and referral service which ensures that people are not put on a 'referral roundabout'. Legal Help assists over 132,000 Victorians over the telephone each year, providing information, legal advice and referrals on a wide variety of legal issues. This service is provided in English and around 20 other key languages (as well as using the Telephone Interpreter Service). In addition, Legal Help provides the phone response for Disaster Legal Help Victoria.

Legal Help operates as a contact centre, using cloud-based software. This offers greater flexibility of location for staff and extra channels for callers, including a proposed 'legal webchat' channel.

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

OUR VISION & VALUES

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: 8 September 2017