



POSITION TITLE: Paralegal & Intake Officer

REPORTING TO: Senior Paralegal

CLASSIFICATION: MEA 3

POSITION BASIS: Full-time/ Part-time

1. THE ORGANISATION

The Women's Legal Centre is a specialist community legal centre. Our primary legal practice areas are family law, migration law, employment and discrimination law. Within these practice areas we also provide assistance related to domestic and family violence and early intervention Care and Protection matters, victims of crime, and sexual harassment.

The Centre includes a specialist program for Aboriginal and Torres Strait Islander women, Mulleun Mura, and delivers services through a number of Health Justice Partnerships.

The Centre provides legal assistance across the spectrum of need, including legal information and referral, legal advice and representation and litigation. The Centre provides legal services within a multi-disciplinary and trauma-informed practice model that incorporates social work, cultural supports and collaborative service models to provide wrap-around support to the most vulnerable and at-risk clients.

The Mulleun Mura Program works to strengthen Aboriginal and Torres Strait Islander culture and communities by supporting women and families to stay connected and stay safe. It is focused on supporting Aboriginal and Torres Strait Islander women who are affected by domestic and family violence, relationship breakdown and women who need help engaging with Child Protection. Our practising principles place women's empowerment and decision-making at the centre of our work.

The Centre also provides community legal education and input on law and policy development to build government and community capacity to work towards deeper legal and cultural change to redress power imbalances and address violence and gender inequality.

2. POSITION SUMMARY

The Paralegal & Intake Officer is part of the Client and Community Engagement Team and works under the general direction of the Senior Paralegal.

They are the first point of contact for the Centre and undertake all client intake.

They also provide legal administration and secretarial support to solicitors and staff. The Client Services Team provides critical liaison between service users, referring agencies and the Centre, and supports efficient and accurate organisational processes.

3. KEY RESPONSIBILITIES

1. Client intake and support and legal secretarial support

- 1.1. Perform client intake, including dealing with enquiries from clients, referral agencies and other lawyers, making client appointments and arranging referrals to other agencies.
- 1.2. Provide high quality legal secretarial support and support the legal practice's workflow systems, including opening, maintaining and closing client files, managing resubmissions and court documents, legal research, drafting correspondence and compiling briefs.
- 1.3. Support accurate and comprehensive data collection for the Program.



- 1.4. Comply with policies and procedures of the Centre.
- 1.5. Develop and maintain knowledge of other community and legal service providers' programs.
- 1.6. Participate in regular meetings with the Client Services Manager and Principal Solicitor and contribute to Centre wide projects and priorities.
- 1.7. Attend regular staff meetings and Centre trainings as required.
- 1.8. Other relevant duties as directed by the Senior Paralegal, Client and Community Engagement Manager and Principal Solicitor.

SELECTION CRITERIA

Essential

- Excellent phone manner and demonstrated high level client liaison and verbal communication skills, including communication with referral agencies and people experiencing acute levels of stress or ongoing trauma.
- Experience in a legal, community or professional services environment (family law experience desirable) in a secretarial/ intake role.
- Highly developed organisational skills and the ability to manage competing workloads under pressure.
- Personal commitment to reflection and self-care to build resilience and minimise the impact of vicarious trauma.

Desirable

- Experience working with Aboriginal and Torres Strait Islander people, women from diverse backgrounds and women who have experienced trauma.
- Ability to speak another language.