

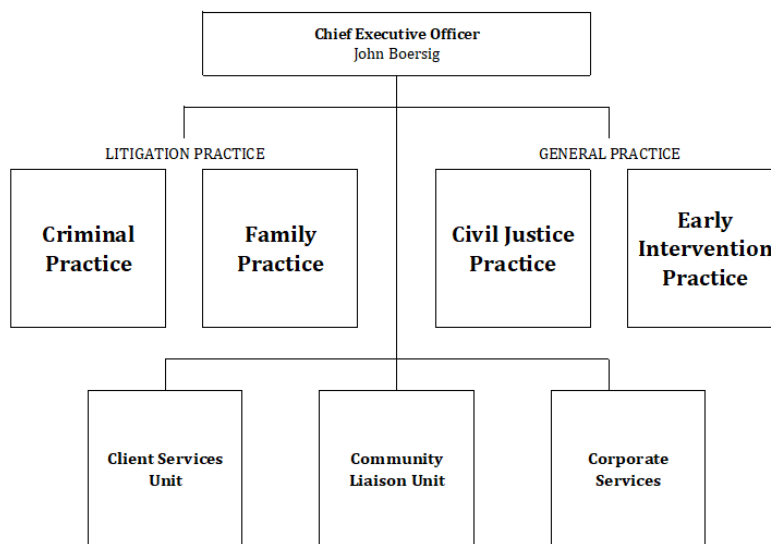
Position Title	Legal Support Officer
Classification	ASO 2
Position No.	
Responsible to	Practice Supervisor
Number of direct reports	Nil
Number of indirect reports	Nil

The Legal Aid Commission (ACT)

The Commission is established under the *Legal Aid Act 1977*. Its mission is to promote a just society in the Australian Capital Territory by:

- ensuring that vulnerable and disadvantaged people receive the legal services they need to protect their rights and interests
- developing an improved community understanding of the law, and
- seeking reform of laws that adversely affect those we assist.

Further information about the Commission can be found at <http://www.legalaidact.org.au>



Position Dimension and Relationships

Legal Aid ACT has four (4) in-house legal practice areas: Criminal, Family, Civil and Early Intervention.

Legal Support Officers may be rotated between these four functional areas to enhance their professional development or to meet operational requirements.

Legal Support Officers undertake a range of operational, administrative and procedural support tasks and assist in the provision of services in a legal practice.

Essential Duties and Responsibilities

Under supervisory direction, the Legal Support Officer will:

- Provide the first point of contact for the general public
- Liaise with clients, lawyers, justice agencies, government departments and other relevant organisations
- Manage client files, including preparing new files, checking data, requesting documents, general up-keep of files, movement of files and finalisation of files
- Provide operational, administrative, word processing and procedural support for lawyers
- Arrange duty and client appointments, conferences at barrister's chambers and at other locations, telephone conferences and re-listing of Court matters
- Prepare general correspondence, legal briefs, affidavits and routine court documents
- Maintain statistics regarding legal information and advice, duty lawyer appearances, telephone advice, client details, file management and productivity information, and where appropriate request extensions of legal assistance
- Maintain registers and rosters relevant to the Practice
- Answer low level enquiries from the public, clients, private lawyers, Courts, Director of Public Prosecutions, ACT Corrective Services, ACT Mental Health Tribunal, various correctional centres, various rehabilitation centres and other organisations
- Assist with client interviews and obtaining client instructions
- Instruct Counsel at conferences with clients and/or in the relevant Court, when necessary, if suitably qualified/knowledgeable
- Provide clients with general information about Court procedure and file progress as requested and keep appropriate records of such attendances
- Develop familiarity with court procedures in the ACT
- Comply with all Legal Aid ACT policies and procedures
- Perform other duties as directed, consistent with the classification level of the position and in line with competencies

Selection Criteria**Essential:**

1. Highly developed interpersonal, written and oral communication skills
2. Initiative, sound judgement and the capacity to respond to requests for assistance in urgent matters while working in a team environment
3. Ability to work with Aboriginal and Torres Strait Islander people, people experiencing physical or mental illness, people experiencing difficulties and/or in distress, and people from disadvantaged or culturally and linguistically diverse backgrounds
4. Ability to work with minimum supervision, under pressure, to set work priorities and to meet competing and tight deadlines
5. Ability to prepare Court documents and acquire a working knowledge of Court procedures
6. Ability to produce high standard of work output including accuracy in word processing and data entry
7. High level technical and digital literacy; familiarity, or the ability to quickly become familiar, with various computer software packages

Desirable:

1. Progress towards a legal degree/qualification