

Position Title	Legal Support Officer
Classification	ASO2
Responsible to	Practice Supervisor
Number of direct reports	Nil
Number of indirect reports	Nil

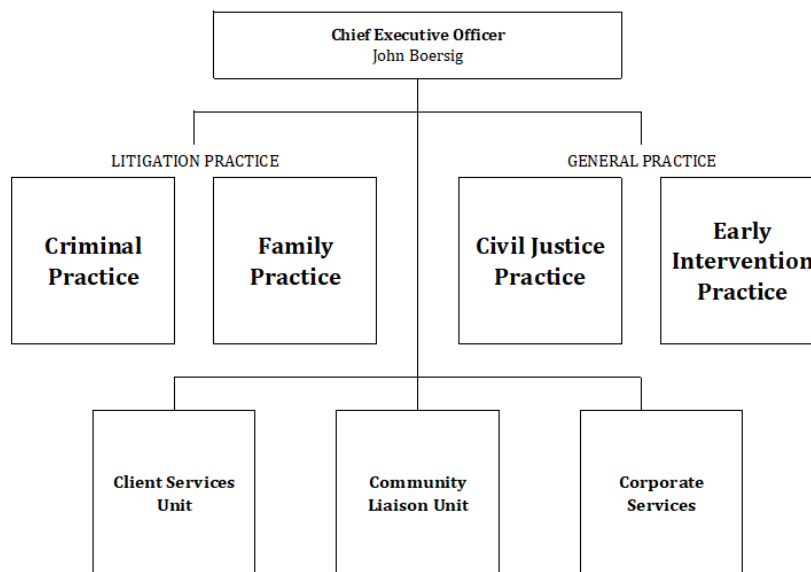
Legal Aid Commission (ACT) (Legal Aid)

Legal Aid, established under the *Legal Aid Act 1977*, is dedicated to promoting a just society in the ACT. Its mission is to ensure vulnerable and disadvantaged individuals receive the legal services necessary to protect their rights and interests, enhance community understanding of the law, and advocate for law reform that benefits those in need.

Legal Aid focuses on early legal intervention, particularly for groups such as victims of family violence, children, the elderly, First Nations people, people with disabilities, and culturally diverse communities. Key objectives include:

- ensuring equitable access to legal services and facilitating early resolution of legal issues, with appropriate referrals to support services.
- improving service efficiency and timeliness to assist more people and enhance legal understanding within the community

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



Position Dimension and Relationships

Legal Aid has four (4) in-house legal practice areas: Criminal, Family, Civil Justice 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.

All Legal Aid staff should be aware that they may occasionally encounter sensitive materials in written, verbal, or photographic form as part of their regular duties.

Position Overview

The role will include but is not limited to:

Legal Support Services

- 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
- 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

Corporate Responsibilities

- Represent Legal Aid in a professional manner by upholding the ACT Public Service Values
- Contribute to continuous business process improvement and the development of procedures
- Work towards performance objectives and KPIs identified in strategic, operational and individual performance development plans
- Be responsible for applying WHS to daily tasks performed in the workplace, report all matters beyond your authority and take all practical measures to ensure that your workplace is safe and without risk to health or property
- 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
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Position Requirements

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Qualifications

1. Current Working with Vulnerable People (WwVP) clearance
2. Progress towards a legal degree would be advantageous

Professional / Technical Skills and Knowledge

1. Ability to prepare Court documents and acquire a working knowledge of Court procedures
2. Ability to produce high standard of work output including accuracy in word processing and data entry
3. High level technical and digital literacy

Behavioural Capabilities

1. Sound organisational skills, including the ability to effectively manage multiple tasks, determine priorities and meet deadlines
2. Sound written and verbal communication skills
3. Initiative, sound judgement and the capacity to respond to requests for assistance while working in a team environment
4. Ability to work with people experiencing physical or mental illness, and people from disadvantaged or culturally and linguistically diverse backgrounds
5. Ability to prioritise self-care for mental health and wellbeing

