



TOP END WOMEN'S LEGAL SERVICE INC.

FREE LEGAL ADVICE FOR WOMEN

Advice | Information | Referral | Advocacy

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Paralegal and Intake Officer

POSITION TITLE:	Paralegal and Intake Officer
REPORTING TO:	Principal Lawyer
CLASSIFICATION:	SCHADS Level 3.1 – 3.4, plus 10% superannuation (\$67,263.04 - \$72,124.52)
POSITION BASIS:	Full-time or part-time, dependent on successful applicant availability

ABOUT TEWLS

The Top End Women's Legal Service ('TEWLS') is a not-for-profit, specialist women's legal service focused on the advancement of women's rights. We provide high quality, holistic, trauma-informed and culturally secure free legal and support services to women, and persons identifying as women, living in the Top End of the Northern Territory, including legal advice, casework and representation (litigation), and legal information and referral. Our purpose is to advocate to achieve justice for women, to promote women's human rights, and to redress inequalities experienced by women.

TEWLS provides integrated legal and non-legal services in the areas of family, migration and civil law, where clients frequently attend upon our service to meet with a practitioner who has a high-level understanding of domestic, family and sexual violence ('DFSV'). As a specialist DFSV service, TEWLS provides assistance within a multi-disciplinary and trauma-informed practice model that maintains a significant DFSV and family law legal practice, as well as an extensive civil law practice including in areas of tenancy and public housing, discrimination, sexual harassment, consumer law, complaints, child protection, and employment law. TEWLS also delivers the Temporary Visa Holders Experiencing Violence Pilot in the NT (funded by the Department of Social Services), a Pilot focussed on the intersection between DFSV and migration law.

TEWLS provides in-house services as well as outreach services for women incarcerated in the Darwin Correctional Centre, women seeking shelter at any of the four (4) women's shelters in the Greater Darwin, culturally and linguistically diverse women, and Aboriginal and Torres Strait Islander women in six (6) town communities in the Greater Darwin region.

TEWLS 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.

POSITION SUMMARY

Under the supervision of the TEWLS Principal Lawyer, the Paralegal and Intake Officer will undertake client intake, as well as legal assistance to TEWLS' legal practice team to ensure the provision of quality legal services to clients, including in the assistance of legal advice and casework preparation, provision of legal information and referral services, and preparation of research, written documents and correspondence. The provision of organisational and administrative assistance within TEWLS are also a component of this position.

The Paralegal and Intake Officer will provide high quality and culturally appropriate legal, administrative and customer service support to the service and its client base, critical to the successful running of TEWLS. Critically, the Paralegal and Intake Officer will have the skills and/or capacity to upskill to sensitively take instructions from clients who have experienced and/or are experiencing DFSV, child sexual abuse and other forms of discrimination and abuse by way of trauma-informed best practice principles and provide limited information and referral options within a trauma-informed framework.

KEY RESPONSIBILITIES

1. Client intake

- 1.1. Performing client intake, including capturing and triaging enquiries from new and returning TEWLS clients received via phone, email and/or warm referral from referral agencies, making client appointments, and facilitating referrals to other agencies/service as required.
- 1.2. Providing efficient and effective customer service to clients, including making client bookings and contributing to the maintenance of the TEWLS electronic office diary.
- 1.3. Liaising with clients and agencies to obtain all necessary documents and information to enable effective provision of legal advice and/or assistance.
- 1.4. Acquiring and/or maintaining strong working relationships and knowledge of stakeholder roles and services available to clients.

2. Paralegal support

- 2.1. Providing paralegal support to TEWLS' legal practice team, including drafting, legal research, and receipt of instructions, as directed.
- 2.2. Developing and/or maintaining knowledge of TEWLS' core practice areas; DFSV, family law, and migration law.

3. Data and record keeping

- 3.1. Entering/recording client and project data in the TEWLS Centre database (CLASS) efficiently and within allocated timeframes.

3.2. Ensuring filing and record-keeping systems and maintained and current, including TEWLS' electronic file management system (MFiles).

3.3. Ensuring the security and confidentiality of data.

3.4. Contributing to the review and development of TEWLS record keeping processes, including templates.

4. *Organisational responsibilities*

4.1. Accurately capturing all legal and non-legal service data through TEWLS' internal data and file management systems.

4.2. Attending regular TEWLS staff meetings and planning day sessions as required.

4.3. Undertaking ongoing professional development in accordance with TEWLS' policies and procedures, and in consultation with the TEWLS Principal Lawyer.

4.4. Participating in regular performance discussions and development reviews.

4.5. Ensuring compliance with TEWLS' policies and procedures.

4.6. Such other projects, activities and duties that may be determined in collaboration with the TEWLS Chief Executive Officer and Principal Lawyer.

REQUIREMENTS

- Progressing attainment of a Bachelor of Laws/Juris Doctor or experience in a relevant field will be highly regarded.

SELECTION CRITERIA

Essential:

1. A commitment to promoting the interests of women.
2. An understanding or capacity to develop an understanding and commitment to working in a trauma-informed framework.
3. Ability and/or capacity to communicate effectively with a wide range of stakeholders in a confident and a respectful manner including culturally and linguistically diverse persons, and Aboriginal and Torres Strait Islander persons.
4. Demonstrated ability to deliver high quality customer/client service.
5. Demonstrated ability to perform and interact as an efficient and productive team member.
6. High level verbal and written communication skills, including a genuine and welcoming phone manner.
7. Proven strong level of initiative and organisational abilities, including time management skills and the ability to prioritise in a pressured environment.
8. Ability to deal with confidential and sensitive issues with discretion and integrity.
9. Holder of a current driver's licence.
10. Aptitude in using Microsoft computers and Microsoft Office programs (such as Word and Excel) necessary to complete required tasks.
11. Ability to provide a National Criminal History Check and obtain a Northern Territory Ochre Card, or already have these, if required.

Desirable:

1. An understanding of DFSV violence through a gendered violence lens.
2. Demonstrated resilience in working with clients who are experiencing or have experienced traumatic events.

3. Demonstrated experience in a legal environment, including data entry and electronic filing management systems.
4. Knowledge of services for women and children in the NT, including legal and non-legal support services.
5. Relevant experience in the development and delivery of community legal education, law reform and lobbying will be highly regarded.
6. Demonstrated language skills other than English will be highly regarded.