

WESTERN COMMUNITY LEGAL CENTRE LTD

Position Description

Job Title	Legal Administrator, Economic and Housing Rights Program
General	
Westjustice Vision	Fairness, Safety and Justice for Melbourne's West.
Westjustice Purpose	We deliver targeted services and drive meaningful change.
Reports to	Legal Director, Economic & Housing Rights Program
Term	Fixed term
Scope	To provide effective and efficient legal administrative support to a team of lawyers, financial counsellors and social workers in the Economic & Housing Rights Program.
Work Type	Part-time (0.60FTE)
Location	Werribee and other Westjustice locations as required
Key Responsibilities/Expectations	
	<ol style="list-style-type: none"> 1. Provide a wide range of legal administrative support services including but not limited to conducting legal intake, word processing, data entry, generating and preparing legal correspondence/court documents/briefs to counsel, photocopying, calendar management, processing applications for grants of legal assistance, booking interpreters, file management and where required, reception services. 2. Working closely with the Program's lawyers to advance legal matters for clients. 3. Triage client inquiries, record outcomes and provide internal or external referrals as appropriate. 4. Provide paralegal / administrative assistance to our lawyers as required. 5. Liaising and corresponding with clients and Program stakeholders by phone, SMS and email. 6. Provide information and referrals to the public, lawyers and community agencies about WEstjustice (WJ) and external services. 7. Update and maintain Westjustice's client database and case management system in accordance with policies, procedures and practice standards considering local operating requirements. 8. Contribute to monitoring and evaluation work where requested. 9. Assist with VLA grants applications and Program reports including basic research or collection of data. 10. Manage the booking of client appointments. 11. Assist with the development and implementation of procedures to enhance the legal and administrative work practices within the office and across WJ. 12. Contribute to the day to day administrative functions including the training, induction and orientation of new staff with the office. 13. Assist with arrangements related to community and stakeholder engagement activities 14. Comply with all relevant laws and standards, including Westjustice's policies, procedures, risk management processes and best practice guidelines. 15. Contribute to Program processes and systems, monitoring and evaluation, and internal working groups, to ensure we are running an effective legal practice. 16. Contribute to the ongoing improvement of client relationship management and triaging services as part of the administrative function at WEstjustice.

	<p>17. Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalised groups.</p> <p>18. Other relevant work as directed.</p>
Qualifications & Skills	
Key Selection Criteria	<p>Mandatory</p> <ol style="list-style-type: none"> 1. Demonstrated capacity to provide administrative support including excellent organisational skills and the ability to prioritise workloads, meet timelines and work under pressure. 2. Demonstrated ability to provide client focused services in a complex, confidential and sensitive environment. 3. Sound interpersonal skills and the capacity to communicate with clients who are often people who are socially and economically disadvantaged, people with a disability or mental illness, people who have experienced family violence, and people from culturally and linguistically diverse backgrounds. 4. Sound problem solving and decision-making skills to ensure that clients and other members of the public receive efficient and effective delivery of Westjustice services. 5. Ability to learn new systems and processes quickly to ensure sound understanding. 6. Experience in the use of Microsoft 365 and cloud-based client management and telephone software. 7. High level of accuracy and attention to detail. 8. Proven ability and commitment to working collaboratively in a team environment as well as working autonomously. 9. Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalised groups. 10. Interest in and commitment to the work of the service in promoting social justice and the rights of people experiencing disadvantage and vulnerability. 11. Understanding of and commitment to Westjustice's Vision, Purpose, Strategic Plan and Impact Areas. <p>Desirable</p> <ol style="list-style-type: none"> 12. Experience in a fast-paced legal environment (e.g. community legal centre, legal aid and/or private law firm) or not-for-profit community organization. 13. Demonstrated ability to undertake legal research. 14. Experience supporting the data needs relating to measurement and evaluation frameworks. 15. Legal administrator experience. 16. Paralegal experience and/or commencement of law degree or similar. 17. Working knowledge and experience using CLASS, Atlas and or Actionstep.
Other relevant information	<p>To be eligible for this position you must have current work Australian rights (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa).</p> <p>You must apply for and hold a current Working with Children Check. You may also be asked to undergo a National Police Check</p> <p>Your primary work location will be the Westjustice Werribee Office but may be required to work from our Sunshine Branches, or other locations as directed.</p> <p>You may be required to travel independently to, and work from, other regional and metropolitan locations, including at partner agencies, outreach services, courts, and tribunals, as required for service delivery from time to time.</p> <p>Westjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities. Westjustice is committed to being a culturally safe, responsive and respectful organisation. Our</p>

	Reconciliation Action Plan (RAP) is integral to these objectives and will provide the framework for our reconciliation journey. You can view our RAP at https://www.westjustice.org.au/about-us .
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Last reviewed Feb 2025