

# Paralegal

## Access Program

## Paralegal, Access Program

**An exciting opportunity has arisen to join one of Australia's most successful public interest and social justice organisations. In the face of rising levels of unmet legal need, Justice Connect designs and delivers high impact interventions to increase access to legal support and progress social justice.**

We are committed to taking an impact-focused approach, applying research and design principles to develop our products and services to ensure they make a tangible difference for our clients and sector peers.

We deliver services that assist both people and community organisations. Those we assist often struggle to navigate the law, are unable to use the law in their daily lives and experience the impacts of harsh and unjust laws. We aim to prevent and to solve legal problems so that we can prevent the negative impacts on people's lives and organisations and empower the community to use the law as a force for good.

Given the scale of the challenges we address, we use digital innovation to extend our reach and impact, supporting us to be more efficient and accessible, while helping us capture and use data to better understand legal need and underlying systemic issues.

We harness the extraordinary pro bono contributions of over 50 member firms and the barristers we work with across the country. We channel pro bono effort through our innovative service models to ensure that pro bono hours deliver real impact for the community.

We develop strategic interventions to help address the system-level drivers of legal problems and barriers people face when engaging with the legal system. By addressing root causes of flawed or unfair laws and poorly designed systems, we prevent the long-term challenges that people and organisations continue to face.

Our creative and passionate staff drive us forward with a commitment to evaluation and iteration that ensures our impact increases year on year.

Justice Connect's **Access Program** is a multidisciplinary team of 20 staff with in-house legal, data, project, and service design expertise. We collaborate to increase access to legal assistance and progress social justice by responding quickly to a wide range of legal problems with a particular focus on disaster response, financial rights and employment law problems. We have expertise in dealing with issues that have escalated to court proceedings with a long history of running court-based services across a range of jurisdictions.

Our legal services use a range of approaches including specialist advice, pro bono referrals (leveraging our network of over 10,000 pro bono lawyers) and online resources to help people experiencing legal problems. We also operate weekly pro bono clinics for help seekers involved in litigation in Victorian courts, Federal courts and VCAT.

Our strategy commits us to identifying ways to scale legal help with digital solutions, including our in-house developed digital platform, Justice Connect Answers (JCA). We seek to identify and respond quickly to emerging legal need in the community. In all our work, we centre client experience and our commitment to impact.

**We know our team and our organisation is stronger with a diversity of backgrounds and experience, including lived experience of the issues we work on. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.**



Applications close 5:00pm, Tuesday 22 February 2022

## Position description

Position title	Paralegal
Position reports to	Senior Lawyer
Position Works in Close Collaboration with	Paralegals and lawyers in the Access Program
Employment status	6 months fixed term
Hours	37.5 hours per week (1.0 FTE)
Salary	\$60,965.84 per annum, plus 10% superannuation, annual leave loading and generous salary packaging options
Location	Level 17, 461 Bourke Street. Melbourne VIC 3000 or Level 5, 175 Liverpool Street, Sydney NSW 2000 * Justice Connect staff are currently working remotely. From April 2022 (pending developments in the COVID-19 pandemic public health response) staff will begin returning to the office for 25 percent of their working month (minimum).
Closing date	5:00pm, Tuesday 22 February 2022
For further information	Contact Amy Schwebel, Head of Access Program on (03) 8636 4453

## Role purpose

The Paralegal role supports the service delivery activities of the Access Program, including responsibility for overseeing intake and triage decisions, and working across our model of multi-channel and multi-intensity assistance to help seekers.

## Key responsibilities

- Intake of potential clients, including undertaking initial assessment of eligibility for assistance, and nature of assistance to be offered.
- Provide legal information and referrals to help seekers.
- Assisting lawyers in the team with client, file and practice management activities
- Providing legal administrative assistance to the lawyers in the team including through client engagement, legal research, making referrals to firms via the Pro Bono Portal and preparation of volunteer briefs.
- Undertaking legal research as requested and assisting with preparing and maintaining the legal content of resources.
- Administrative assistance to the team involved with maintaining a roster of volunteer lawyer support for court-based services, including liaising with pro bono partners, and preparing volunteer rosters.
- Supporting the maintenance of strong relationships with key stakeholders.
- Provide support to PLTs in consultation with the supervising lawyer
- Support the leadership team of the program to implement the team and organisational strategy. This may involve work to improve how the team identifies and responds to help seekers with multiple issues, the way in which the team collaborates to respond to need, and how it identifies efficiencies and opportunities for impact.



- Escalate risk and legal practice management issues to the Principal Lawyer or Manager.
- Contribute to program and organise-wide projects.
- Contributing to Justice Connect's Reconciliation Action Plan activities.

*This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of Justice Connect.*

Selection criteria	
Qualifications	<ul style="list-style-type: none"> <li>• Legal qualification or in the process of completing a Bachelor of Laws or Juris Doctor (essential)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Demonstrated experience with database and electronic client file management experience</li> <li>• Experience working with people from a diverse range of backgrounds</li> <li>• Experience in one or more areas relevant to the Justice Connect and team strategies including human-centred design/service design experience, developing digital responses and/or strategic engagement (valued)</li> </ul>
Knowledge, skills & attributes	<ul style="list-style-type: none"> <li>• Excellent communication skills and the ability to successfully build and maintain key relationships, including with internal stakeholders</li> <li>• Well-developed interpersonal skills, including in working with individuals who have complex needs and challenging presentations</li> <li>• Commitment to Justice Connect's vision, strategy and values, including a commitment to social justice</li> <li>• Commitment to the Access Program vision, strategy, and initiatives</li> <li>• Curiosity, flexibility and open mind, and comfort working in ambiguity and an environment of change</li> <li>• Impact and outcome focused, making evidence-based decisions</li> <li>• Comfort working in agile practice with openness to pivoting as organisational and team priorities change</li> <li>• Excellent time management skills, ability to stay focussed and calm under pressure, ability to meet deadlines</li> <li>• Highly motivated, well organised and excellent attention to detail</li> <li>• Good knowledge of information and document management practices and an aptitude for data analysis and mining.</li> </ul>

## Employee benefits

Justice Connect offers employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, above award annual leave provisions and opportunities for professional development. Justice Connect is an organisation that strives to show leadership, operate sustainably and demonstrate our effectiveness. You will be rewarded with a workplace culture that is professional, committed, collaborative and creative and where you can make a real difference through your work.



## Important information

For further information about Justice Connect and its work please visit [www.justiceconnect.org.au](http://www.justiceconnect.org.au)

### The application process is as follows:

- Applications should be addressed to **Amy Schwebel, Head of Access Program** and should comprise your resume and a one-page letter outlining your suitability for the role with reference to the selection criteria
- Applications should be emailed to [hr@justiceconnect.org.au](mailto:hr@justiceconnect.org.au) as a **single word or PDF file** including “**Paralegal, Access Program**” in the email subject line.
- Applications close at 5:00pm Tuesday 22 February 2022.

