

Position Description Paralegal

Position	Paralegal	Basis of Employment	Full Time or Part Time contract to 30 June 2019
Commence Date	August 2018	Salary Range	\$62,132 to \$65,192
		Last Up-dated	July 2018

Consumer Credit Legal Service (WA) Inc

The Consumer Credit Legal Service (WA) Inc (CCLSWA) is a specialist community legal centre focusing on credit, banking and consumer law issues. CCLSWA is one of over 25 community legal centres that are independent, non-profit organisations. Community legal centres provide legal services to people who are ineligible for legal aid and who are unable to afford the services of a private lawyer, particularly if they are on low incomes or are vulnerable or disadvantaged. Our clients include people with disabilities, women, young people, indigenous, and people of culturally and linguistically diverse backgrounds.

Purpose of the Paralegal Role

The role of this position is to -

- communicate clearly and be pro-active, responsive, reliable and pragmatic in interacting with clients so they know they have been heard and their situation understood.
- provide information to a client that is ethically responsible, legally correct, and applies to the person's circumstances.
- to collaborate with peers by being a team player
- to create an inspiring workplace by being a coach and role model to other staff members and being self-aware and self-reflective on work performance.
- contribute to policy and law reform, community legal education, networking and training activities as directed.

Organisational Relationships

This position reports directly to the Senior Solicitor.

Skills and Knowledge

Core Skills and Knowledge

Communication	<ul style="list-style-type: none"> • Ability to use listening and questioning skills to understand the clients' needs • Communicate effectively with clients in a courteous and responsive manner that builds rapport and understanding.
Team Building	<ul style="list-style-type: none"> • Build rapport and a supportive work environment with other staff within the organisation. • Provides assistance to Solicitors as requested. • Organises activities as requested and effectively manages client and management expectations regarding priorities and meeting deadlines. • Participates in staff meeting/training.
Legal	<ul style="list-style-type: none"> • Currently studying a Law Degree or completed a Law Degree • Able to research and interpret legislation and case law and how it applies to the client. • Demonstrates good legal drafting skills by producing work that requires minimal changes and advice that addresses the clients' needs in plain English • Continually builds legal technical knowledge and skills through education and knowledge sharing.
Ethics/values	<ul style="list-style-type: none"> • Understands and applies CCLSWA Risk Management procedures and policies. • Respects and demonstrates CCLSWA's values in work behaviour. • Understands, promotes and works towards CCLSWA's Strategic Plan. • A commitment to social justice and an interest in issues affecting disadvantaged customers

Technical Skills and Knowledge

Knowledge	<ul style="list-style-type: none"> • Knowledge of banking and finance law as well as other legislation, regulatory policy and industry standards relevant to area of practice • Understanding of alternative dispute resolution processes
Skills	<ul style="list-style-type: none"> • Able to thoroughly research issues using legislation, case law, rulings and commentary. • Willingness to develop legal analytical and writing/drafting skills. • Able to supervise volunteers
Experience	<ul style="list-style-type: none"> • Experience or an understanding of community, Not-for-Profit Organisations. • Experience in civil or commercial litigation • Experience in supervision

Duty Statement

Area	Tasks	Key Performance Indicators
Advice and Case Work Assist Clients resolve disputes and problems by providing legal advice and advocating on behalf of Clients individually and in groups	<ul style="list-style-type: none"> ❖ Uses effective communication skills to obtain an accurate assessment of the client's circumstances ❖ Identifies accurate options and actions required to assist the client and after approval from the Solicitor communicate this to the client in the most effective and appropriate way. ❖ Makes appropriate referrals as dictated by the client's circumstances and wishes. ❖ Where directed by the Solicitor communicates with creditors, debt collectors and other parties on behalf of the client with the aim of resolving their financial or presenting issue. ❖ Opens and maintains updated clients files according to CCLSWA policy and procedure. ❖ Maintains and up-dates CLASS data relevant to clients' situation. 	<ul style="list-style-type: none"> ❖ Take between 6 – 8 calls on the Advice Line/day. ❖ Phone person back as soon as advice has been approved by Solicitor. ❖ Ensure documentation in case files is concise, accurate and up-to-date. ❖ Assist Solicitors manage case files as requested or directed. ❖ Conducts research on cases and/or legal matters as directed by Solicitors
Community Education & Networking Contribute to Community Legal Education and the maintenance and development of networks with other relevant organisations	<ul style="list-style-type: none"> ❖ In conjunction with other staff, assists with the development of training materials and/or community education projects and campaigns. ❖ Keeps current with relevant developments, legislative changes and new regulations within the Consumer Law area. 	<ul style="list-style-type: none"> ❖ Assist Solicitors and Office Manager with organising CLE activities, e.g., organising venues, printing out material. ❖ Draft and prepare CLE information as requested by Solicitors and Office Manager. ❖ Participate in the running of at least one CLE activity every six months.

<p>General Duties</p> <p>Assist with and co-operate in the day to day running of the Organisation</p>	<ul style="list-style-type: none"> ❖ Contributes to the teamwork approach of CCLSWA, its work and activities. ❖ Ensures all administrative/organisational forms and reports are completed correctly and on time as required ❖ Maintains knowledge of and adhere to all policy and procedures of CCLSWA. ❖ Attends staff meetings and training as required. ❖ Maintains and contributes to a safe working environment and consult with the Managing Solicitor when an issue arises. ❖ To perform other duties which may be reasonably required, requested or directed from time to time and which are within the person's capabilities 	
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Agreement

I have read and agree to abide by the Statement of Duties set out in this Position Description.

Note: This position is subject to the Consumer Credit Legal Service Conditions of Employment for the role

Employee's Signature

Date

Managing Solicitor's Signature

Date