

<b>Position Title</b>	Telephone Advice Line Paralegal
<b>Worker Status</b>	Volunteer
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Contribute to working for justice for West Australians</li><li>• Develop confidence in applying legal skills</li><li>• Work with a great team</li><li>• Make connections in the legal profession</li><li>• Build experience for use in applications to prospective employers</li></ul>
<b>Hours of Role</b>	Minimum one day per week over a period of 9 months (or equivalent, totalling a minimum of 270 hours service)
<b>Responsible to</b>	Telephone Advice Line Supervising Solicitor

### About us

The Consumer Credit Legal Service WA (CCLSWA) is a specialist community legal centre which focusses on consumer and financial law.

Community legal centres are independent, non-profit organisations that 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 otherwise vulnerable or disadvantaged, for example people with disabilities, women, young people, indigenous and people of culturally and linguistically diverse backgrounds.

We work towards the CCLSWA vision of a strong community empowered by fair and just consumer and financial rights and responsibilities. Our mission is to strengthen the consumer voice in WA by advocating for, and educating people about, consumer and financial, rights and responsibilities.

We support the West Australian community to achieve this by:

1. Operating our free Telephone Advice Line (TAL).

The TAL is available to any member of the West Australian public with legal issues relating to consumer and financial law. We provide advice which allows callers to understand their legal rights and take steps to manage their issue.

2. Providing free legal assistance to vulnerable and disadvantaged West Australians with consumer or financial issues.

We assist clients whose vulnerability or disadvantage means that they would have difficulty accessing justice without our support. We also work with clients whose issues are especially grievous.

3. Providing community legal education on consumer and financial law to the general public.

We work with all members of the community and prioritise education for marginalised groups such as members of the CALD community, women escaping domestic violence, First Nations people and Seniors. Our education is preventative, empowers participants to manage their own affairs and raises awareness of our service for use in the event of issues relating to consumer and financial law.

4. Conducting community legal education with other service providers, including staff of other community legal centres, financial counsellors and community support workers.

We help them to understand how consumer and financial law issues affect their clients, the steps they can take to support them and when to refer clients to CCLSWA.

5. Contributing to law reform.

We closely monitor the consumer and financial law issues that come up for our clients and on the TAL scanning them for systemic problems and gaps in the law. We campaign and advocate for change to consumer and financial law to improve access to justice for all.

### **Purpose of the role:**

To contribute to the CCLSWA vision of a strong community empowered by fair and just consumer and financial rights and responsibilities by supporting the provision of an on-demand legal advice service, which is open from Monday to Friday from 9am – 4pm. The duties of this role will also require you to be available between 4 and 5pm to complete the tasks of the day.

### **Key responsibilities**

As a Telephone Advice Line Paralegal you will be part of a team working on the TAL. You will also support CCLSWA in the other work it does on behalf of clients and the West Australian community.

Your key responsibilities:

- To be the first point of contact for callers, where you will answer calls in a professional manner and help callers to feel comfortable and confident to share their issue.
- Assess whether the caller's issue fits within our service parameters
  - If not, refer the caller to an appropriate service which can support them
  - If yes, facilitate the intake process for callers to enrol them as a client, including complying with our funding obligations
- Take instructions from clients whose issues are relevant to our service
- Consult with the TAL supervising solicitor as to the appropriate advice for the client's situation
- Draft legal advice for the client under the supervision and direction of the supervising solicitor
- Deliver the advice to the client
- Conduct legal research at the direction of the solicitors
- Operate within CCLSWA's policies and procedures, as well as legal profession conduct rules
- Contribute to a supportive working environment
- Ensure that CCLSWA, its mission and services, are consistently presented with a strong positive image to the community at large and the wider legal profession.

### **How we will support you**

CCLSWA will provide you with support to carry out your role, including:

- Online and in-person induction and orientation
- Support from the supervising solicitor on your volunteer shifts
- Ongoing skills development training
- References on request

### **Selection Criteria**

<b>Essential</b>	Progression in a law degree at least to penultimate year (or equivalent combined skills and experience)
	Strong verbal communication skills including ability to quickly build rapport with callers over the phone
	Strong written and legal research skills
	Commitment to justice and the values of the Consumer Credit Legal Service
	Ability to commit at least one day per week for a period of at least 9 months
	Proof of COVID-19 vaccinations to booster level or medical exemption
<b>Desirable</b>	Sound analytical skills and ability to work with discretion
	Some understanding of consumer and financial law
	Previous experience in the not-for-profit sector

## **Application Process**

1. Please make your application to volunteer via our website: <https://cclswa.org.au/about-us/volunteers/>.

Please complete the website form. Attach your resume and academic transcript and then submit the form.

2. You will receive an automatic reply confirming that your application has been received.
3. You will next receive an email or phone call from our volunteer coordinator. They will let you know whether there are volunteer positions available and, if so, they will schedule an interview for you.
4. Following your interview, you will receive an email confirming the results of the interview.

The whole process should take no more than one month from the time that you apply to volunteer with us.