

Position Description

Position Title	Paralegal Intake	Salary	Based on NT Social, Community, Home Care and Disability Services Industry Award Grade 4
Team	Legal Services Team	Conditions	DCLS Enterprise Agreement 2012
Reports to	Legal Practice and Volunteer Coordinator	Direct reports	Nil but may direct, support and utilize selected volunteers

About DCLS

Darwin Community Legal Services (DCLS) is located Larrakia country. We acknowledge the Larrakia people as the Traditional Owners of the Darwin region and we acknowledge Traditional Owners of lands and waters throughout the Northern Territory. We pay our respects to Elders past, present and emerging.

DCLS is a free, confidential multi-disciplinary, community legal service which provides legal help, support, and advocacy to help people ensure their rights. Some of our services are focused on Darwin or the Top End, and some are Territory wide.

With over 60 volunteers contributing via our night-time and Saturday legal advice services, over 25 staff and 30 years of operation, DCLS has a long history of being a striving collaboration for positive change. Our legal help and support teams, which consist of the General Legal Team, Tenancy Advice Service and Seniors Rights and Advocacy Service, are located together enabling integrated client support.

In all we do, we work to empower our diverse communities to access to services and support.

We work to promote awareness, understanding and we advocate and collaborate for change that promotes fairness and justice.

About this role

This role undertakes paralegal client intake and paralegal work in the legal practice.

Paralegal client intake focuses on triaging client appointment requests for initial DCLS legal assistance by phone and in person. This involves applying excellent interpersonal skills and learning and applying legal and related referral skills.

Secondly, the role contributes as a paralegal under legal professional supervision in the legal practice, consisting of the General Legal Service and the Tenancy Advice Service and relating to the Seniors and Disability Rights Service.

The role requires willingness to learn and work with legal service and legal practice routines. The role is ideal for a person studying law or legal studies, who is interested in increasing legal knowledge and skills to help prepare for a career in law, especially in a supportive and striving community legal service context.

The role reports to the Legal Practice and Volunteer Coordinator and paralegal work is additionally supported and supervised by the Principal Solicitor and by the Team Leaders. The role involves working collaboratively and helping to incorporate and utilize a selected and trained volunteers to assist with triage functions.

The role requires excellent attitude, enthusiasm for working and learning in a non-profit legal practice context.

Key duties and responsibilities

Paralegal Intake

- Conduct conflict checks in the DCLS client data base (CLASS) for appointment enquiries using information provided by the individual seeking assistance.
- If a conflict of interest is present, give suitable referral options in an appropriate manner maintaining client confidentiality.
- Collect relevant client data, and book clients for appointments using the bookings system.
- Record client data in the CLASS data management system,
- Lead triage in CLASS including ensuring information is complete and up to date and help support and train other workers in these routines.
- Help maintain filing systems to ensure records are up to date and archived.
- Monitor the Intake Call-back Form and WebForm emails to ensure all appointment requests are captured and actioned in a timely manner.
- Undertake other paralegal intake tasks as requested by the Legal Practice and Volunteer Coordinator, the Principal Solicitor and Team Leaders

Paralegal Legal Practice

- Undertake legal and related tasks on client matters as a paralegal under legal professional supervision.
- Undertake legal and related research with DCLS lawyers and advocates including assisting with logistical and administrative tasks especially when related to current clients.
- Contribute as a paralegal to DCLS community legal education, law reform and community legal empowerment initiatives.
- Contribute to legal practice related backup coordinated by the Legal Practice and Volunteer Coordinator per the Service Delivery Task Register
- Assists with client and project outreach for service delivery, community participation, education, and related purposes
- Support to the Corporate Services Team and other duties as required

Accountabilities

- Develop and report against the position description and any current work plan.
- Regularly engage in supervision with the Legal Practice and Volunteer Coordinator and the Principal Solicitor.
- Accurately collect and record client and related data to help ensure operational, legal professional and reporting requirements are met and help induct and train other workers regarding these requirements.
- Contribute effectively to work in the legal practice as a paralegal.
- Achieve outcomes consistent with the position description and any current work plan.
- Prepare and submit written reports to supervisors as required.
- Work as a productive team member including participating in meetings and aiding in tasks shared by all staff.
- Adhere to DCLS values, policies and procedures at all times.

Selection criteria

Essential

- Background in law such as currently completing a law degree, undertaking legal studies and/or having worked in a legal practice or law related context.
- Commitment to social justice and human rights.
- Excellent written and verbal communication skills.

- Demonstrated ability to work independently and as part of a team.
- Demonstrated ability in the use of Microsoft Office and data base systems including providing reports to a variety of stakeholders.
- Strong organisational and time management skills including the ability to prioritise competing demands.
- Current NT Driver's License and willingness to travel for short periods of time.

Salary and other benefits

NT SCHCADS Grade 4.1 – 4.4 depending on skills and experience. DCLS pays above award wages and salary packaging is available. Superannuation per legislation, 6 week's annual leave (or pro-rata), generous conditions as per DCLS Enterprise Agreement. DCLS is a smoke free workplace and an equal opportunity employer.