

Role Description

Administration and Paralegal Officer

Organisation	Caxton Legal Centre
Business Unit/Practice	MAPS Team (Measurements, Administration and Paralegal Supports)
Location	Brisbane
Reports to	Administration Services Coordinator
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Grade/Band	Level 3
Approved By	CEO
Date of Approval	August 2020

Overview of Caxton

Caxton Legal Centre represents the interests of people who are disadvantaged or on a low income when they come into contact with the law. We do this by strategically advocating to government, providing legal advice and social work services, publishing legal information and building community awareness about the issues faced by the people we help.

Caxton is an independent, non-profit, non-government community legal centre. We are committed to achieving the best outcomes for people who are on a low income or otherwise disadvantaged by working with partners from the community, government, university and private sectors.

Our vision:

A just and inclusive Queensland.

Our values:

Caxton approaches people and its work in the community with a commitment to:

- Accountability and Responsibility - going above and beyond what is expected
- Compassion and Empathy - showing our genuine concern for others
- Respect – valuing all people no matter what
- Integrity - saying and doing the right thing
- Collaboration - believing in the power of working with others

Primary purpose of the role

This is a generalist administration and para-legal role that assists across all facets of the Administration and Community Engagement team in particular to undertake file administration and paralegal tasks, undertake some business services tasks and to provide back-up support for client services and volunteers.

Key accountabilities

- Responsible for administrative tasks including processing client intake forms, conflict checking, entering data into the CLASS system, filing and photocopying
- Provide basic paralegal and community education support including photocopying and compiling briefs to counsel, assisting with preparing CLE resources, filing court documents, filing on client files, collating files in preparation for advice sessions and other paralegal tasks as requested by the lawyers and social workers
- Working within the broader Administration team to provide support as required including regular stationery and office supplies orders and equipment maintenance
- Act as back-up support for Client Services and Volunteers as directed by the Coordinator, MAPS Team

Key challenges

- Performing multiple tasks with accuracy under time pressure
- Working with clients with complex legal and social issues
- Providing guidance and information to clients who may have an impairment or be culturally or linguistically diverse

Key relationships

Who	Why
Internal	
Coordinator, MAPS Team	<ul style="list-style-type: none">• Direct Line Manager
Lawyers and Social Workers	<ul style="list-style-type: none">• Ensuring administrative and paralegal supports are provided
Admin team	<ul style="list-style-type: none">• Provide cross team administrative support

Role dimensions

Decision making

Understands when to escalate queries

Direct reports

Nil

Budget/Expenditure

Nil




Essential requirements

- A good level of computer literacy and competency in major administration software packages such as Microsoft (Outlook, Excel, Word), SharePoint and CLASS
- Good organisational and time management skills

Capabilities for the role

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability	Capability Descriptor	Level
 Personal qualities	Resilience and courage	Competent
	Integrity	Competent
	Self-motivated	Basic
	Diversity	Competent
 Relationships	Communication	Competent
	Client Service	Competent
	Collaboration	Basic
	Influence and negotiate	Basic
 Results	Deliver results	Basic
	Plan and prioritise	Competent
	Problem solving	Basic
	Accountability	Basic
 Business acumen	Finance	Basic
	Technology	Basic
	Procurement	Basic
	Innovation	Basic
 People management	Manage and develop	Basic
	Inspire direction and purpose	Basic
	Business outcomes	Basic
	Change	Basic

Focus capabilities

The focus capabilities for the role are the capabilities in which employees must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Behavioural Indicators
Personal qualities	
Resilience and courage Competent	<ul style="list-style-type: none"> Give open and honest feedback, be comfortable to challenge issues and seek alternatives
Integrity Competent	<ul style="list-style-type: none"> Set an example to others of honest, ethical and professional behaviour
Self-motivated Basic	<ul style="list-style-type: none"> Manage own work-load effectively whilst looking for opportunities to learn and develop
Diversity Competent	<ul style="list-style-type: none"> Recognise and be responsive to different experiences, perspectives, values and beliefs
Relationships	
Communication Competent	<ul style="list-style-type: none"> Tailor communication both in writing and in person to suit the audience with the ability to clearly explain concepts
Client Service Competent	<ul style="list-style-type: none"> Demonstrate a strong knowledge of services available to clients and respond to requests in a timely and consistent way
Collaboration Basic	<ul style="list-style-type: none"> Work as supportive and collegiate team member, share information and acknowledge efforts of others
Influence and negotiate Basic	<ul style="list-style-type: none"> Use facts to support advice or ideas, and know when to escalate issues to the appropriate person
Results	
Deliver results Basic	<ul style="list-style-type: none"> Complete set work tasks within specified time frames to the required standard
Plan and prioritise Competent	<ul style="list-style-type: none"> Respond proactively to changing circumstances and adjust plans and priorities accordingly
Problem solving Basic	<ul style="list-style-type: none"> Find and check information needed to complete tasks and escalate more complex issues
Accountability Basic	<ul style="list-style-type: none"> Take responsibility for own actions
Business acumen	
Finance Basic	<ul style="list-style-type: none"> Awareness of financial delegation principles
Technology Basic	<ul style="list-style-type: none"> Demonstrate familiarity and confidence in the use of core organisational software applications or other technology used in the role
Procurement Basic	<ul style="list-style-type: none"> Comply with basic purchasing requirements
Innovation Basic	<ul style="list-style-type: none"> Suggests better ways to do things
People management	
Manage and Develop People	

Group and Capability	Behavioural Indicators
Basic	<ul style="list-style-type: none"> Contribute to developing team capability and recognise potential in people
Inspire direction and purpose Basic	<ul style="list-style-type: none"> Assist team members to understand services and objectives
Business outcomes Basic	<ul style="list-style-type: none"> Ability to clearly communicate team direction, reasons for decisions and the impact on individual roles
Change Basic	<ul style="list-style-type: none"> Support change initiatives and be able to clearly communicate the benefits

I acknowledge that I have received a copy of this Position Description and have read and fully understand all accountabilities, challenges and relationships contained within. I accept that I will observe them fully during my employment.

Staff member signature:

Staff member name:

Date: