

Role Description

Paralegal and Intake Worker



Organisation	Caxton Legal Centre
Business Unit/Practice	Public Law and Community Rights
Location	Brisbane
Reports to	Managing Senior Lawyer
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Grade/Band	Level 4
Approved By	CEO
Date of Approval	April 2026

Overview of Caxton

Caxton Legal Centre is a community legal centre whose purpose is to promote and protect human rights in Queensland through access to justice. Caxton provides accessible legal information so people know their rights and can prevent or respond to legal problems. Prioritising those who experience disadvantage, trauma and marginalization, Caxton provides free, high-quality legal assistance and social supports. Caxton advocates for reform to unfair laws, policies and systems. Working collaboratively with volunteers and community partners, Caxton reaches underserved populations. We do all of this to create a more 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 paralegal and intake worker role. In the intake role they are responsible for direct client communication, obtaining initial client information, triaging client need, facilitating access to services, making appointments, liaising with service stakeholders (including courts) and providing tailored legal information and referrals. In the paralegal role they are responsible for supporting the lawyers and social workers with legal/advocacy tasks (eg: drafting documents/letters, preparing briefs, court assistance), legal and policy research, practical and administrative assistance.

This role supports the Public Law and Community Rights team.

Key accountabilities

- Conduct intake processes to build client rapport, identify client need, assess against eligibility criteria, triage for appropriate service access, book appointments, take instructions and provide tailored information and referrals.
- Liaise with key stakeholders in support of the client accessing the Centre's services.
- Provide paralegal supports to the lawyers and social workers including by assisting with legal/advocacy tasks, providing court assistance, undertaking legal and policy research, providing practical assistance as they deliver services to clients.
- Undertake administrative tasks including data entry, file management, conflict checking, monitoring an email inbox.
- Provide community education support including assisting with preparing CLE resources, attending CLE sessions and providing legal information.
- Provide administrative supports across Caxton's teams as required

Key challenges

- Performing multiple tasks with accuracy under time pressure
- Working with clients with complex legal and social issues

Key relationships

Who	Why
Internal	
Managing Senior Lawyer	<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

1. Strong communication skills, particularly in obtaining information from clients
2. A good level of computer literacy and competency in major administration software packages such as Microsoft (Outlook, Excel, Word) and SharePoint
3. Good organisational and time management skills
4. Ability to appropriately deal with sensitive and highly confidential information with a high level of tact, discretion and judgement
5. Some evening work may be required
6. Depending on health laws and regulations, vaccinations can be mandatory in order to work with vulnerable clients and/or be in the workplace. For example, some clients live in residential age care facilities which at times are required by law/regulation to ensure visitors are vaccinated and wear personal protective equipment.

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: