



# Litigation support officer

## Temporary and permanent (full time) – (Refer: More information)

*Legal Aid Queensland is seeking expressions of interest for a continuous 'applicant pool' for AO3 Litigation Support Officer positions in Family Law Services. As vacancies arise, applicants from the pool will be considered for positions.*

Classification	AO3
Salary	\$62,432 to \$69,293 a year full time hours
Closing date	This is a continuous pool process - applications will remain current while the process is active.
VRN	LAQ 02/20
Location	44 Herschel Street, Brisbane
Contact	Linda Ulyatt - Phone (07) 3917 0154

Apply online via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

## Our vision and purpose

Legal Aid Queensland's vision is to be a leader in a fair justice system where people are able to understand and protect their legal rights. Our purpose is to provide quality, cost effective legal services to financially disadvantaged people throughout Queensland.

## Family law Services

Our Family Law Services division gives legal help and support to children and adults experiencing family law issues including child protection, child support and maintenance, parenting issues, domestic and family violence, and divorce and property settlement. Where possible, we encourage people to resolve their problems without going to court by using our dispute resolution services. From helping children have a voice in the legal system through our separate representatives and independent children's lawyers, to representing people with complex disputes before the family law courts, this division plays an integral role in helping Queenslanders resolve their family law problems.

## Conditions and benefits of working for Legal Aid Queensland

- 36.25 hours per week (full time hours)
- 12.75% employer super contributions
- Flexible working hours
- Generous salary packaging available
- Study leave for approved work-related courses

## The role

This is an outstanding opportunity for a legal administrator to take on a position delivering services to vulnerable and disadvantaged people. In this diverse and challenging role you will help the lawyers with all administrative activities associated with a case file including preparation of correspondence and legal documents; keeping file notes; collecting personal information; preparing briefs; data entry, searches and scheduling appointments. You will prepare spreadsheets, look after office supplies and equipment, collect and distribute mail and pay accounts. You will also help the other administrative staff to serve the front counter, maintain equipment and supplies, collect and distribute mail and pay accounts. You will liaise with prospective clients to assess their eligibility for duty lawyer and family advocacy support services.

## Your contribution

- Manage administrative activities associated with a case file including opening, closing and archiving files; transcribing interviews; filing and service of documents; data entry and searches.
- Help the lawyer prepare for matters including preparing correspondence, keeping detailed file notes, gathering personal information from clients, drafting affidavits and preparing summons/ subpoenas.
- Compile briefs for counsel including photocopying, indexing, typing instructions and collection of relevant material from the courts, police station or prosecutions.

- Act as the first point of contact and manage all incoming calls including providing legal information, referral advice and help clients prepare applications and legal documents.
- Help lawyers prioritise daily tasks and maintain appointments and calendars including scheduling appointments with clients, interpreters, experts and other relevant stakeholders. Also make bookings for rooms, videoconferences, flights, accommodation and hire cars.
- Ensure appropriate grants of aid are allocated to files, process requests for grants or extensions of aid using elodge, pay accounts, generate cheques and prepare submissions to grants for expensive case requests.
- Obtain court lists and obtain initial information from, coordinate and direct clients at duty lawyer services at court.
- Act as the first point of contact in courts for the duty lawyer and family advocacy support services including assessing eligibility, providing legal information, referral advice, and help prepare applications and legal documents.
- Undertake administrative activities including providing a secretariat function, completing conflict checks, preparing spreadsheets, maintaining equipment and supplies, mail, records management and other activities as directed.
- Actively participate in team planning and service improvement activities and comply with corporate responsibilities.
- Ensure all work complies with quality, file case management standards and meet all other corporate responsibilities.

## What we are looking for

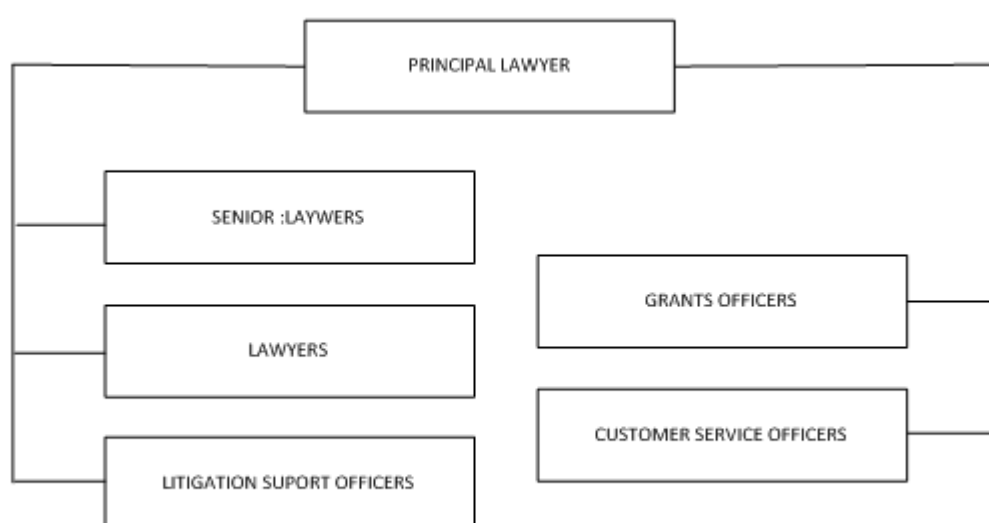
In completing the role of litigation support officer, the following capabilities are required.

- You have demonstrated legal administrative experience and can work independently.
- You can type with accuracy and speed, use information technology systems such as Microsoft Outlook, Word and Excel and you have the ability to learn organisation specific systems.
- You can communicate effectively with external stakeholders and clients with complex needs and provide courteous, prompt and professional services.
- You can build and sustain positive relationships with team members and colleagues.
- You take on additional duties when required, demonstrate flexibility and reschedule or re-organise work to reflect changes in priority.

## Mandatory requirement or special conditions

- There are no mandatory qualifications required for this role.

## Your reporting relationships



## More information

- This is a continuous pool process.
  - This one process will be used to fill temporary and permanent AO3 Litigation Support Officer only. You will need to apply separately for any other positions advertised by LAQ that you believe are suited to your particular skills and abilities.
  - You only need to apply once per process. Applications will remain current while the process is active and you will be notified when the pool process has closed. If you still want to be considered for this role you will then need to reapply under a new process as and when advertised by LAQ
  - Once you have submitted your application and, if shortlisted, you may be contacted for further assessment.
  - If deemed suitable for appointment, your details will be retained in the pool and you will be considered for opportunities that align with your qualifications, skills and experience, as they arise.

- We may contact you occasionally throughout the year (via email) to keep you updated with regard to the progress of your application.
  - Unsuccessful applicants will be notified and have the opportunity to seek feedback and re-apply to the pool
  - You may withdraw your application from consideration at any time. You may do this online via [SmartJobs](#), by emailing [careers@legalaid.qld.gov.au](mailto:careers@legalaid.qld.gov.au) or by telephoning (07) 3917 0152.
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- Legal Aid is an Equal Opportunity Employer. All qualified applicants are encouraged to apply.
  - Appointees to permanent positions are on three months' probation.
  - Possession of a valid driver's license is desirable.
  - Legal Aid Queensland uses the internet and other technology in daily business and staff are expected to use this technology to produce their own documents (including typing and data entry).
  - You may be exposed to explicit and/or graphic material during the course of your employment.
  - You may be required to undergo pre-employment screening (e.g. criminal history check) as part of our selection process
  - A non-smoking policy is effective in all Legal Aid Queensland buildings and motor vehicles.
  - Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
  - Additional information, including our organisation structure and Applicant Information Kit, is available from [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

## How to apply

To apply for this role, you will need to submit the following document/s. For more detailed information, please see the Information for Applicant Kit.

- Your current resume detailing your previous work, voluntary or relevant experience including two referees who have personally observed you displaying the capabilities required for this role.
- A written response to the capabilities required of this role, outlining your suitability for the position in the context of the role's responsibilities and with reference to any specific areas of law in which you have provided administrative support e.g. family and/or civil and/or criminal law and/or legal advice services (three pages maximum.)
- Questionnaire - you will be prompted to complete the questionnaire when submitting your application on Smartjobs.

**Send your application via [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)**

Apply online through the Smart jobs and careers website. Access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

Late applications cannot be submitted via Smart jobs and careers, so please allow enough time before the closing date to submit your application. If you have been granted approval by the selection chairperson to submit a late application, please contact the Consultant (Recruitment) during office hours on telephone (07) 3917 0152 to discuss alternative arrangements for submission of your application.

Hand delivered applications will not be accepted.