Job advertisement reference
QLD/705863

Role type
Permanent full time

Classification
PO4

Salary
$124,629 to $134,021
per annum

Location
Brisbane

Contact
Leeann Hall
07 3917 0731

Closing date
Thursday, 12 November 2026

Direct reports
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Our organisation

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.

Our values

- Social Justice
- Respect
- Quality
- Cost effectiveness
- Accountability

The division

Legal Aid Queensland's Information, Advice and Partner Services provides high-quality legal information, referral and legal advice services to vulnerable and disadvantaged Queenslanders and plays a vital role in supporting and managing our preferred suppliers which are a statewide network of private providers that deliver legal services on behalf of Legal Aid Queensland.

Lawyer

First advice contact team

This is an outstanding opportunity for an experienced legal professional to take on a position delivering high-quality legal advice and minor assistance to vulnerable and disadvantaged Queenslanders. Legal Aid Queensland's First Advice Contact Team provides free legal advice across criminal, civil and family law to more than 48,000 people each year. Services are provided over the phone, face-to-face at one of our 14 offices, at many correctional centres around the state or through videoconferencing. The work is challenging and complex but rewarding.

As a lawyer, you will provide timely, accurate legal advice and minor assistance to clients. You will also provide expert information to staff and external stakeholders about client matters and have the opportunity to contribute to policy, law reform and service delivery initiatives.

Key responsibilities:

- Provide legal advice and information across all areas of law independently to clients and the public around the state by phone, videoconference and face-to-face. Explain people's legal options and refer them to other agencies when needed.
- Provide minor assistance, such as preparing letters and submissions.
- Liaise with key stakeholders in the justice system and Legal Aid Queensland about client matters.
- Help and guide team members and other Legal Aid Queensland staff with enquiries related to all areas of law.
- Provide advice to Legal Aid Queensland staff about merit assessments for grants of aid. This includes completing a checklist, determining each matter's likely success and recommending whether a client receive aid for legal representation.
- Collaborate on the maintenance of legal content in the legal information database, legal information guides and precedents.
- Support Legal Aid Queensland's contributions to policy, procedure, law reform and legal service delivery initiatives as required, and participate in the development of team plans and work practices.
- Help provide information to Legal Aid Queensland staff and relevant external stakeholders to increase awareness of advice services.

To apply for this role, submit your application online via Smartjobs. Please provide:

- ✓ a cover letter (maximum 2 pages) addressing how you meet the Success criteria (Knowledge, skills and experience), in line with the "Key responsibilities".
- ✓ your resume/CV.

Other responsibilities

- Ensure all work complies with quality and case management standards and meet all other professional and corporate responsibilities.
- Model the values of respect, quality and accountability.
- Maintain a high standard of practice through governance and risk management.
- Foster an inclusive workplace where inclusion, diversity and wellbeing are promoted and prioritised.

Success criteria

Knowledge, skills and experience

- You have a knowledge of the practice and procedure of family, criminal and/ or civil law and can independently provide legal information and advice in these areas and contribute to changes in related policies, procedures and systems.
- You have knowledge of the practice and procedure of the relevant areas of law and ethical standards.
- You communicate in a clear, concise and articulate manner, prepare comprehensive, evidence based written submissions, documents and resources and tailor your communication style to your audience including clients with complex needs using the principles of trauma informed practice.

Other competencies

Legal Aid Queensland applies the Leadership competencies for Queensland. We recognise that leadership is a part of every role regardless of classification level or management responsibilities. This role is mapped to the “Individual Contributor” profile. The competencies most relevant to this role are:

- **Results-** You build and sustain positive relationships.
- **Results-** You are accountable for providing quality services and pursue continuous improvement in your work and outcomes.
- **Accountability-** You are responsive to guidance and performance feedback and seek opportunities for development.

  Vision- You actively seek knowledge and share information and ideas.

Mandatory requirements or special conditions

You must be:

- admitted or eligible for immediate admission as a legal practitioner in Queensland; and
- eligible for a current practicing certificate and entry in the High Court Register of Practitioners.

This is Regulated employment which includes providing services to people under 18 years of age. Confirmation of employment is conditional upon the preferred applicant being issued with a valid Queensland Working with Children Clearance (Blue Card) which will be linked to Legal Aid Queensland prior to their commencing in the role. Please refer to the Blue Card Services website for further information.

More information

- **This position is permanent full time**
- You will be assessed against the Success criteria (Knowledge, skills and experience) and also the Leadership competencies for Queensland.
- Applications will remain current for up to 12 months and may be considered for other vacancies (identical or similar) including with an alternative employment basis (permanent, temporary, full-time or part time).
- Legal Aid Queensland embraces diversity and encourages applications from people with disability. We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace. Please contact careers@legalaid.qld.gov.au for support to ensure an equitable, barrier-free application process.
- A criminal history check and serious disciplinary history check will be undertaken for this position on the recommended applicant/s due to the nature of the work involved.
- Legal Aid Queensland (LAQ) is a Child Safe Organisation with a zero-tolerance policy towards child abuse.
- The appointed applicants will be required to disclose relevant conflicts of interest prior to or on commencement and throughout their employment and disclose any employment as a lobbyist in the preceding two years.
- In this role you may be exposed to traumatic material or traumatic events. This may include reading, hearing, or seeing accounts, photos, videos or other material related to traumatic events. The material may be unexpected, confronting, explicit, graphic, distressing, and/or offensive. Staff may also be required to engage with people who have and may continue to experience traumatic events that may be confronting and/or distressing.
- Additional information, including our organisation structure and Applicant Information Kit, is available from LAQ’s website.