

Position Description

Position Title	Telephone Advice Line (TAL) Paralegal
Division	Legal Services
Location	Subiaco
Reporting To	TAL Team Leader

Key Duties and Responsibilities

Mission and Values	<ul style="list-style-type: none"> • Demonstrate ethical behaviour and decision-making. • Relate to all staff, volunteers, clients and contractors with courtesy and respect. • Take responsibility for own actions/behaviours. • Maintain confidentiality of all information in accordance with the organisation's policies. • Operate within Ruah Legal Services policies and procedures.
Services Management and Leadership	<ul style="list-style-type: none"> • Answer incoming calls on the Telephone Advice Line in a professional manner; • Field enquiries, taking down basic information and assessing whether or not various legal matters are within Ruah Legal Services (RLS) or Mental Health Law Centre (MHLC) scope; • Find appropriate referrals for legal matters outside of RLS/MHLC scope; • Facilitate the intake process for potential clients, conducting interviews over the phone to obtain required details concerning the client and his/her legal matter; • Draft legal advice, initial letters and court documents; • Perform administrative and data entry duties; • Conduct legal research at the direction of lawyers; • Contribute to a supportive working environment; and, • Ensure that RLS, its mission, programmes and services are consistently presented in a strong, positive image to the community legal sector, the wider legal profession and the community at large.
Communication	<ul style="list-style-type: none"> • Promote, participate in and contribute to a supportive team environment. • Build relationships based on trust and respect for every person. • Work as an effective and valued member of the RLS team. • Work in a culturally secure and appropriate way. • Ensure effective communication within the RLS team.

Selection Criteria

Essential

- Willingness and ability to work within and contribute to the vision and mission of the organisation.
- Professional telephone manner;
- Excellent communication skills;
- Ability to engage with a challenging client group;
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.
- Emotional resilience;
- Initiative and ability to solve problems;
- Demonstrated leadership and team work skills;
- Computer literacy; and,
- Attention to detail.

Desirable

Candidates with prior experience in one of the following areas are highly sought-after:

- Client-facing work with the general public;
- Experience working on a Telephone Advice Line;
- Administrative work driven by a client management system or database; and/or,
- Support programs for people suffering mental illness.

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.

Performance Competency Framework

Ruah Legal Services has a number of competencies that staff and volunteers are required to demonstrate in their practice. These competencies are:

1. Team cohesiveness;
2. Communication;
3. Professionalism;
4. Stress tolerance;
5. Solution focus; &
6. Attention to detail.

The tables below provide a broad description of each competency and examples of 10 or 11 behaviours for each of them.

Team Cohesiveness: Is open and trusting towards team members; displays commitment to the team and its collective outcomes; effectively manages team conflict; and holds self and others accountable to achieving team goals.

1. Aligns individual work with the objectives of the team and organisation
2. Takes personal responsibility to improve team's performance
3. Adheres to and supports group decisions
4. Values and promotes the collaborative contributions of others
5. Is confident voicing conflicting opinions and challenging team members
6. Shares knowledge, expertise and resources with other members
7. Recognises strengths and accomplishments in others
8. Provides constructive feedback to others to assist professional development
9. Is readily willing to admit mistakes and ask others for assistance when necessary
10. Willingly makes sacrifices for the good of the team
11. Engages effectively with others and develops ongoing relationships

Communication: Effectively communicates information in an appropriate way to the audience; practices active listening; shares relevant information in appropriate forums, and fosters an environment conducive to open communication.

1. Listens actively to gauge understanding of others' feelings, opinions and ideas
2. Asks open-ended questions that elicit in-depth responses
3. Fosters open and honest communication
4. Encourages and is receptive to contrary points of views
5. Refrains from immediate judgment and criticism of others' ideas
6. Articulates oral and written communication in a clear, accurate and professional manner
7. Matches communication approach to the audience
8. Seeks to understand others' feelings and perspectives

9. Willing to discuss difficult issues
10. Acknowledges others' feelings when facilitating discussions on sensitive matters
11. Uses persuasion to obtain support for ideas and group consensus

Professionalism: Behaves in a way that is consistent with competence in the relevant context, adheres to ethical standards in the interests of both the client and the organization, and supports professional development in self and others.

1. Seeks to serve the interests of clients, the organisation and the broader public
2. Represents the profession with honesty, integrity, and good character
3. Is competent in a specialised body of knowledge and skills
4. Practises in the context of their knowledge and skills
5. Seeks opportunities to develop professionally
6. Seeks to assist others in their professional development
7. Seeks feedback from staff and stakeholders to help performance
8. Maintains integrity and ethical standards
9. Acts professionally and diplomatically when dealing with clients
10. Shows discretion regarding confidential, private, or sensitive information
11. Encourages professionalism at all times, i.e., accurate, punctual and reliable.

Stress Tolerance: Maintains performance, judgment, and composure when under stress. Effectively adapts to competing demands, ambiguity, and hostility.

1. Remains calm and composed when under pressure
2. Capable of managing multiple tasks with competing demands
3. Pursues objectives with energy and persistence during periods of high stress
4. Takes ownership of emotions and prevents from interfering with situations
5. Seeks to balance work and personal life responsibilities
6. Is resilient to criticism/feedback and makes adjustments accordingly
7. Handles difficult situations with diplomacy and tact
8. Stays calm in the face of others' anger or lack of control
9. Maintains performance after disappointment or rejection
10. Is able to keep issues and situations in perspective
11. Able to shift priorities and multi-task on various projects

Solution Focused: Takes responsibility for solving problems. Uses initiative to identify causes and implement solutions in complex challenges.

1. Anticipates problems and proactively designs contingency plans
2. Takes responsibility for solving a problem
3. Sees problems as challenges that can be overcome
4. Seeks to understand reasons for obstacles and finds ways to overcome
5. Seeks information about actual needs, beyond those expressed initially
6. When faced with a problem, asks "How?" instead of "Why?"
7. Considers what *is* currently working, and seeks to accentuate it
8. Maintains a positive and hopeful attitude towards solving the problem
9. Willing to persevere until a problem is solved
10. Re-engineers or creates new processes and systems to get around obstacles
11. Uses initiative to effectively resolve difficult and complex problems that require new or innovative approaches

Attention to Detail: Sets high standards of performance for self and others; pays attention to quality and accuracy of work produced; and carefully monitors progress.

1. Produces high quality and accurate work
2. Establishes quality standards for the delivery of services and ensures they are met
3. Completes work in line with relevant policies, procedures, and standards
4. Makes adjustments to work to ensure client expectations are met and exceeded
5. Measures progress effectively against organisations targets and objectives
6. Develops systems to monitor the quality of work outputs and processes
7. Takes action to improve the efficiency of processes and quality of outputs
8. Leads/champions quality and process improvement efforts
9. Takes visible action to ensure the delivery of high quality services to all clients