



Position title	Paralegal Support Worker Coordinator
Group	Legal Services
Employment status	Fulltime, ongoing
Salary Range	As per SCHCADS Award
Position reports to	Legal Practice Standards Coordinator
Location	TBC
Delegation	

Organisation environment

Djirra¹ is an Aboriginal Community Controlled Organisation (ACCO) that works towards a future where all Aboriginal women are strong, safe, independent, healthy and positive in their lives, culture and communities. All Djirra's work is designed by and for Aboriginal women and is deeply respectful of and connected to community. Self-determination is the foundation of everything we do: it is Our Cultural Way.

Djirra's vision is to provide high quality culturally appropriate services for Aboriginal women in Victoria who have experienced or are experiencing family violence.

We are committed to ending family violence against Aboriginal women and their children through holistic and culturally safe specialist services, prevention programs and advocacy for change. Our services have state-wide reach.

Djirra offers a range of services including:

- **Holistic and culturally safe legal and non-legal** support to Aboriginal people, particularly women, who experience family violence or sexual assault. Each client is assisted by a lawyer and support worker who together address the multitude of interrelated legal and non-legal issues our women face. Legal advice and representation is provided on intervention orders, child protection, family law and victims of crime assistance.
- **Individual Support Services** is a program of Djirra which provides culturally safe, trauma informed support to Aboriginal women requiring personalised short or longer term interventions to assist in achieving a safe and stable environment for them and their children. Individual Support Services comprises case management with brokerage, face-to-face and phone counselling and an after-hours support line.
- The **Koori Women's Place (KWP)** provides wrap-around support and works to build trusting relationships with Aboriginal women through our shared connection to culture. Aboriginal women can be referred for an appointment, walk into our space or book into a workshop. Mainstream and Aboriginal service providers are available for appointments within the safety of the KWP.
- Our **community education and engagement programs** provide support for women through personal support and empowerment programs.

Djirra also offers a range of workshops in Melbourne and regional areas:

- **Sisters Day Out®** is a wellbeing workshop where Aboriginal women support each other, get information about legal rights and options, and engage with mainstream and Aboriginal support services.
- **Dilly Bag** is a four-day residential program that draws on cultural principles to promote healing.
- **Young Luv®** is designed for young Aboriginal women aged 13 to 18 and focuses on promoting healthy relationships.

¹ Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.



Role purpose

The Aboriginal Family Violence Legal Service (AFVLS) is a program of Djirra. AFVLS provides legal and non-legal assistance and facilitates access to justice for Aboriginal and Torres Strait Islander people who have experienced family violence or sexual assault.

AFVLS operates a culturally safe, trauma informed, holistic and intensive client service model. Clients are assisted by Senior Lawyers, Lawyers and Paralegal Support Workers to access a variety of legal, social, psychological, cultural, health and other support services to address their complex needs and issues.

As Coordinator, you will be responsible for providing supportive and effective leadership and guidance to the paralegal team to ensure that services provided to our clients are delivered in a consistent and professional manner in accordance with our service model. This position will work in collaboration with the Legal Services Manager and the Managing Lawyers to ensure that the legal team is appropriately supported. This position will also create the best possible learning opportunities available to complement and support both emerging and existing expertise within the paralegal team.

Key accountabilities

Responsibilities

- Embed programs and systems that will support and develop the capabilities of the paralegal team
- Build effective relationships with all internal and external stakeholders
- Share relevant documentation and reports with the paralegal team to ensure best practice is maintained
- Ensure compliance and provide guidance to the PLSWs in implementation and maintenance of the MARAM framework as applicable to the legal service
- Attend stakeholder meetings and events as approved by the Manager Legal Services
- Developing an in-depth understanding of the scope of the paralegal support worker role with attention to timeframes, client need and client outcomes
- Demonstrate an understanding and commitment to the core values of Djirra in working with clients with complex needs and multiple legal issues
- Oversight of data entry (CLASS) and reporting
- Contribute to the development of Monitoring and Evaluation processes to support continuous service improvement and outcomes measurement
- Support the development and implementation of legal practice change, ensuring compliance with the Legal Practice Guide, Risk Management Guide 2017 and Victoria Legal Aid's Practice Standards, providing feedback and contributing to the ongoing development of the legal practice
- Ensuring resources and equipment are always available
- Understanding formal escalation and review processes
- Undertake travel to support the work of Djirra as required
- Undertake and attend relevant training as directed by Djirra – ensure all paralegals have access to necessary training
- Ensure the efficient operation of the legal office is maintained which may involve ensuring appropriate coverage is maintained, managing rosters, workloads and leave requests.

Occupational Health and Safety

- Implement, follow and help others to follow all health and safety procedures, and initiate, implement and participate in all relevant training and complete and manage timely reporting of any hazards, injuries or incidents.
- Proactively report on opportunities for improved health and safety.

Skills, knowledge and attributes

- Demonstrate a flexible and collaborative approach to working with other staff and external stakeholders.
- Demonstrate capacity to provide creative solutions to improve effectiveness of the work of the paralegal support worker for clients.
- Proactively manage workloads and self-care.



Decision-making authority

- Recognise when to involve/escalate issues to the Legal Practice Standards Coordinator and Manager Legal Services.

Key interactions

- Internal: Colleagues, Manager Legal Services, Managing Lawyers, Lawyers, Reporting, Monitoring & Evaluation Advisor, Community Engagement, Policy & Advocacy staff.
- External: Clients and members of the Aboriginal Community, Community Organisations, Government Agencies, Courts, other legal and non-legal Professionals.

Key selection criteria

Professional / Functional Skills	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated ability to work or learn to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations • Ability to supervise and mentor the work of the paralegal support workers. • Highly developed interpersonal and communication skills (written and verbal) and demonstrated ability to initiate, problem solve, negotiate and communicate with staff, clients and other service providers. • Demonstrated ability to work under limited supervision but receiving appropriate support from the Legal Services Manager as required. • Ability to determine workload priorities, coordinate tasks and work to time lines. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working with Aboriginal and Torres Strait Islander people.
Competency	<p>Essential:</p> <ul style="list-style-type: none"> • Ability to communicate effectively. • Efficiency and adaptability • Demonstrated ability to work autonomously, and to use initiative to solve problems; awareness of when to escalate legal and non-legal matters to Manager Legal Services. • Excellent stakeholder engagement and relationship management skills.
Technical Skills	<ul style="list-style-type: none"> • Computer literacy, including database operation to maintain AFVLS's client management database (CLASS) proficiency in the use of MS Outlook, MS Word and Excel. • A current driver's license is essential. Some out-of-hours and/or overnight travel will be required.

Qualifications

Essential:

- Degree or Diploma in a related field and/or previous demonstrated experience in a similar role within a legal setting or an Aboriginal Community Controlled Organisation

Workplace health and safety

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training eg – First Aid training, Fire Warden, etc.

Information about these policies are contained in Djirra's Human Resources Policy Manual.



Sharing stories, finding solutions



We are a Child Safe Organisations

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working With Children Check* (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

Other important information

Djirra employees and volunteers are required to act in accordance with Djirra's values and behaviours of:

- respect for people and culture
- trust
- integrity
- resilience; and
- empowerment

Djirra's employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies are contained in Djirra's Human Resources Policy Manual.



ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee name:

Employee signature:

Date: / /

Manager's name:

Manager's signature:

Date: / /

HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee's Performance File.
- Retain original completed form and any attachments on the employee's Personnel File.

Initials: _____

Date: / /