

**Redfern Legal Centre
Job Description**

Legal Administrative Assistant

Accountability	Chief Executive Officer
Supervision	Principal Solicitor
Last reviewed	December 2020
Scope	This document provides the broad parameters of the position and should be read in conjunction with the Annual Work Plan.

Preamble

Redfern Legal Centre promotes social justice through:

- providing free legal advice, legal services and education to disadvantaged people in New South Wales, and to groups who advocate for them
- participating in activities which reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on disadvantaged people.

Statement of Shared Philosophy and Values

- To achieve its purpose, Redfern Legal Centre:
- is committed to reducing social inequities and systemic barriers to people enforcing their rights
- works with clients so they can assert their rights
- focuses on preventative measures
- seeks new and better ways of providing legal services to its clients
- is flexible in its service so that it remains responsive to changing community needs
- involves the community in its service operation and development
- strives to be non-discriminatory in its service delivery
- advocates for the public interest through issues which affect the wider community or significant sections of the community
- maintains its political independence
- uses its resources efficiently and effectively
- seeks excellence in its operation and accountability to its community and funders

Common staff responsibilities

RLC believes that all members of staff should contribute to the administration and development of the organisation. Along with all other staff, the worker may be required to:

- a) supervise and mentor student volunteers;
- b) undertake the carriage and conduct of the work of other staff during periods of leave;
- c) provide regular reports to management and staff meetings;
- d) assist with the general day to day administration of the Centre including office tidiness as required;
- e) attend and participate in team and staff meetings, policy and staff days;
- f) assist in the preparation of submissions and reports to funding bodies as required;
- g) liaise and network with other professionals in the area and participate in relevant community and legal sector forums as required;

- h) support the Centre in contact with the public, media, legal profession, funding bodies and other community sector organisations;
- i) attend RLC hosted functions out of hours such as volunteer or fundraising events;
- j) attend regular training and professional development as required;
- k) carry out such other duties as may be reasonably required by the Management of Redfern Legal Centre.

Specific Position Duties

The role of the Legal Administrative Assistant is to provide administrative and casework support to the legal practice of the Centre including services provided by staff and volunteers.

Support to volunteer solicitor advice services

- transfer client instructions from client databases to Microsoft Teams
- upload advice notes and documents to client databases
- update and monitor tables re status of each advice
- liaise with clients, staff and volunteer solicitors

Support RLC staff advice service

- contact clients for evidence required to provide advice, upload to client databases
- cancel and reschedule appointments as necessary
- upload additional documents to client databases received after intake
- email clients who miss appointments, to explain next steps
- text reminders to clients about appointments
- send client surveys

Support RLC casework

- call clients to obtain updates on their matters or to request documents / evidence etc
- draft simple letters
- make appointments
- manage file review and limitations dates calendars – monitor and notify lawyers
- undertake filing, sorting out large files, large photocopy jobs

Other legal practice support

- book interpreters
- assist the Principal Solicitor with client requests for copies of files, collecting records to assess conflicts of interest, obtaining data from client databases such as advice numbers, wait times, unchecked advices, missing or incorrect data
- other general administrative tasks as required

Review of Job Description

This job description shall not be varied without first being discussed with the worker. The worker may request of management and shall be granted a review of their job description at any time.

Last reviewed December 2020