

JOB AND PERSON SPECIFICATION

Position:	Administrative Officer – Protection Visa Appeals Program
Classification Code:	ASO2
Division:	Civil Law
ANZSCO:	521212

Status:

- Ongoing
 Contract Term: 2 years
 Other Term:

Job and Person Specification Approval

Approved by:



Director

27/3/2024
Date

JOB SPECIFICATION

Summary of Role

The Administrative Officer will provide administrative support service to the migration lawyers, with a focus on support for the Protection Visa Appeals program. This role will liaise with the AAT regarding client referrals, allocate matters to lawyers, arrange appointments, book interpreters and room allocations and collate the data for regular reporting.

The Administrative Officer will also provide secretarial and administrative support services to the other lawyers working within Civil Law.

Reporting/Working Relationships

Reports to: Manager through the Team Leader, Civil Law Division Administration

Direct Reports: NIL

Special Conditions

The employee:

- may be required to undertake some out of hours work.
 - may be required to undertake some intra/interstate travel.
 - may be required to work at any Legal Services office as required.
 - will undergo periodic National Police Clearances and DHS Working with Children Checks.
 - is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
 - is required to maintain strict confidentiality in accordance with Section 31A of the Legal Services Commission Act 1977.
 - is required to participate in performance reviews and development programs.
 - is required to attend mandatory in-house training and Mandatory Continuing Professional Development.
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Key Responsibilities and Duties

- Provide a range of administrative assistance duties to the migration lawyers and other Civil Law lawyers, with a particular focus on supporting the Protection Visa Appeals program which will include liaising with the AAT regarding client referrals, allocating matters to lawyers, arranging appointments, booking interpreters, as well as meetings and interview room allocations to ensure the efficient operation of the team.
- Handle telephone and other enquiries in a courteous and effective manner and take the necessary action according to Legal Services procedures and requirements.
- Triage clients according to procedures and requirements.
- Ensure conflict checks are completed in a timely manner for new clients.
- Book interpreters for client appointments, following-up and/or reschedule interpreters (and appointments) when necessary or appropriate
- Develop and maintain filing systems and a range of databases, statistical information and records including those concerning, advice and representation services, telephone services and interpreter use.
- Undertake tasks in relation migration clients to ensure paperwork is completed and entered into the system in a timely and accurate manner.
- Communicate in an accessible way with persons with a wide range of impairments, differing socio-economic and cultural backgrounds.
- Provide assistance to the other administrative assistants to ensure professional and timely service to clients and professionals engaging with the Legal Services.
- Actively participate and contribute to responsible and safe work practices by ensuring all WHS legislation, policies and procedures are adhered to within the workplace.
- Embrace diversity and cultural differences in the workplace by modelling respectful behaviour in the workplace.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications

- N/A
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Personal Abilities/Aptitudes/Skills

- Well-developed communication and interpersonal skills including demonstrated ability to work effectively in a team environment, foster sound working relationships with a range of staff and stakeholders and prepare clear and succinct correspondence.
 - Demonstrated ability to be self-motivated, flexible, conscientious, reliable and enthusiastic and exercise confidence, sensitivity and discretion in handling confidential matters and difficult clients.
 - Demonstrated ability in working effectively under limited direction, exercise initiative and judgement where procedures are not clearly defined, prioritise workloads, work effectively under pressure and meet tight deadlines.
 - Demonstrated keyboard and computing proficiency including demonstrated ability to prepare timely and accurate documents using the Microsoft Office suite.
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Experience

- Understanding, appreciation and sensitivity to the trauma, impairments, cultural and ethnic differences of others.
 - Experience in providing professional and timely administrative support services in a demanding environment including dealing with challenging clients in a culturally appropriate manner.
 - Experience in providing a range of administrative support services including preparing correspondence creating data bases, coordinating and maintaining appointment diaries.
 - Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.
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Knowledge

- Well-developed knowledge of administrative processes, systems and records management practices relevant to working in a government environment.
- An understanding of collecting and maintaining data, records and preparing reports and other information that supports the work of other staff and the delivery of services.

- General knowledge of the legal system, legal processes and protocols adhered to in a legal practice and welfare agencies in South Australia.
 - An understanding of Workplace Health and Safety and Equal Opportunity principles.
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DESIRABLE REQUIREMENTS

Educational/Vocational Qualifications

- N/A
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Personal Abilities/Aptitude/Skills

- N/A
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Experience

- Experience working in a legal practice
 - Experience working with asylum seekers and refugees or within a multicultural context
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Knowledge

- Knowledge of the justice system and associated government and non-government agencies.
 - An understanding of the procedures of the Legal Services.
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Certified Correct: /...../.....

Acknowledged by Occupant: /...../.....
