

JOB AND PERSON SPECIFICATION

Position:	Legal Secretary - FDR
Classification Code:	ASO2
Office:	Adelaide
ANZSCO:	521212

Status:

- Ongoing
 Contract Term:
 Other

Job and Person Specifications Approval

Approved by:



Director (CEO)

28/3/2024.

Date

JOB SPECIFICATION

Summary of Role

The Legal Secretary - FDR is responsible for the provision of secretarial and administrative support services to the Family Dispute Resolution Program in the Family Law Division. This requires the incumbent to undertake all aspects of the administrative and supportive duties relating to the organisation of FDR Conferences including assisting in the preparation of all documentation relating to FDR Conferences; meeting and greeting lawyers and clients when they attend for FDR conferences; assisting the Chairpersons and responding to incoming all enquiries relating to FDR, according to Legal Services procedures.

Reporting/Working Relationships

Reports to: Team Leader, FDR

Special Conditions

The employee:

- may be required to be available to receive members of the public who attend at the office, during office hours i.e. 9.00am to 5.00pm (inclusive of 30-minute lunch break).
 - 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 timely and professional secretarial and administrative support to the Family Dispute Resolution Program, which includes:
 - Undertaking tasks in relation to the opening and closing of FDR Conference files to ensure processes are completed and information is entered into the system in a timely and accurate manner;
 - Acting as a 'conierge' for meeting and greeting people (lawyers and clients) when they attend for FDR face to face conferences at the Adelaide Office ground floor reception area as required;
 - Supporting the Chairpersons in their role by escorting the lawyers/clients in and out the room, printing documents, preparing Certificates, taking phone calls; and
 - Monitoring, generating and/or formatting of all correspondence relating to organising FDR services including legal and Court documents, maintaining and arranging appointments, assisting in preparing Court ordered FDR Conferences, sending, receiving and distributing emails and other documentation;
 - Entering and maintaining statistical data within the LSC digital document management systems;
- Establish and maintain positive and collaborative working relationships with internal and external stakeholders.
- Provide a professional and timely service to clients and professionals attending for FDR Conferences at Legal Services' office.
- Handle telephone and email enquiries in a courteous and effective manner for lawyers and take the necessary action according to Legal Services procedures and requirements of each lawyer.
- Provide assistance to the other administrative assistants to ensure professional and timely service to clients and professionals engaging with Legal Services.
- Ensure that office supplies are requisitioned and maintained for the office.
- Collate documents and prepare E-Briefs for Chairpersons as required.
- Perform such other duties commensurate with the position and classification, as may be required, or as requested by the Team Leader or Manager.

- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
 - Actively participate and contribute to responsible and safe work practices by complying with WHS legislation, policies and procedures.
 - Embrace diversity and cultural differences in the workplace by displaying respectful behaviour in the workplace.
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PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications)

- Not Applicable
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Personal Abilities/Aptitudes/Skills

- A demonstrated ability to:
 - work with a degree of autonomy in providing secretarial and administrative support to officers in the program;
 - complete documentation of a standard or regular nature from notes provided by professional staff or from pro forma templates;
 - use a document file management system (Content Manager) and enter data as required (Law Office) in which to Open files and prepare documentation;
 - build and sustain relationships with clients, solicitors, Counsel and other stakeholders via telephone and/or in person with a high level of maturity and initiative;
 - provide quick and efficient information to clients, solicitors and the Courts via email and by phone and refer them to staff within the FDR Unit as needed;
 - effectively deal with difficult clients;
 - work in a team environment, foster sound working relationships and participate in team meetings
 - perform effectively, prioritise workloads with competing deadlines and achieve required outcomes.
 - An understanding of confidentiality and an ability to be discrete in dealing with confidential and sensitive matters.
 - An enthusiastic, conscientious and flexibility in the approach to work.
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Experience

- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.
- Experience in the performance of a clerical or secretarial support service in a legal or office setting.

Knowledge

- Knowledge and understanding of processes and protocols adhered to in a legal environment.
 - An understanding of Workplace Health and Safety and Equal Opportunity principles.
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DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitude/Skills Experience

- Highly developed inter-personal skills.
 - Solution-focused approach.
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Experience

- Previous experience within a legal and/or FDR environment.
 - Experience in working with digital document management systems.
 - Experience with Digital Dictation typing and software
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Knowledge

- Knowledge of the justice system and associated government and non-government agencies.
 - Knowledge of the organisation, procedures and operations of Legal Services.
 - Knowledge of legal documents used in FDR and/or Courts.
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Certified Correct: /...../.....

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