

Legal Help Officer

- **Join an organisation making a difference in the community**
- **Provide legal information and referral services to clients over the phone**
- **Full time and part time maximum term & casual positions available**
- **Salary commensurate with experience, range: \$68,339 - \$88,435 plus super**
- **Attractive employee benefits including salary packaging**

About the role:

Victoria Legal Aid's (VLA) Legal Help service is the entry point for Victorians seeking legal assistance, supporting over 132,000 clients over the telephone each year providing information, legal advice in a wide variety of legal matters and referrals to legal and non-legal services. This advice and information are communicated in English and over 20 other languages to clients who are vulnerable, stressed and often in circumstances where their safety is threatened. Legal Help Officers play a crucial role in VLA's triaging model. This is a unique service providing accessible and holistic intake and referral aimed at ensuring Victorians are provided with the appropriate services to support their legal needs. These roles do not involve legal advice, ongoing case work or court advocacy.

About you:

You are a pro-active problem solver with the capacity to diagnose legal problems to accurately identify and address client needs. You have a sound understanding of referral service practices and knowledge of legal, community and welfare organisations. You are a supportive team player who actively contributes to a positive team environment while working under pressure. You have excellent communication skills, including the ability to impart knowledge and provide instructions clearly over the phone with clients, lawyers and community stakeholders. You will also have a solid understanding of the key challenges vulnerable and disadvantaged clients face accessing legal services.

This role will suit candidates completing legal studies or commencing their legal career as the position will provide a solid foundation in law and procedure, triage and an in depth understanding of the justice sector. These roles are also an excellent opportunity for experienced lawyers who want flexible or structured working hours without the responsibility of ongoing casework or the risk of being held up in busy Court lists. Fluency in a language other than English will be highly regarded.

Talent Pool:

This process will also be used to fill vacancies that may arise over the next 6 months which may include full time and part time contracts, casual and ongoing roles.

About Victoria Legal Aid:

Our vision is for a fair and just society where rights and responsibilities are upheld. With over 800 staff employed in 15 offices across Victoria, we help people with their legal problems by providing information, advice and education with a focus on the prevention and early resolution of legal problems. We also provide legal representation to those who need it most.

Employee benefits:

We offer attractive employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, family friendly policies and opportunities for professional development. Whilst the work is challenging, you will be rewarded with a culture that is focused on achieving quality outcomes for disadvantaged Victorians.

For further information about the role and how to apply please visit our website - www.legalaid.vic.gov.au

Applications close by 11.59pm on Sunday 23 June 2019.

CLICK TO APPLY