

**Queensland Advocacy for Inclusion**

Advocacy for people with disability.

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| Position Title | Paralegal |
| **Location** | Queensland Advocacy Inc.  Level 2, 43 Peel Street,  South Brisbane, Meanjin Qld 4101 |
| **Industrial Instrument** | Social, Community, Home Care & Disability Services Industry Award 2010 (SCHDS Award) |
| **Classification** | Level 4 |
| **Full Time/Part Time** | Part Time |
| **Position Reports to** | Chief Operating Officer |

# 1. Queensland Advocacy Incorporated Values

The appointee to this position will have a commitment to Queensland Advocacy for Inclusion (QAI) to promote and implement the values and philosophies of the organisation when conducting activities and actions related to their position.

# 2. Organisational Context

QAI is an independent, community-based advocacy organisation for people with disability. QAI's mission is to promote, protect and defend, through advocacy, the fundamental needs, rights and lives of the most vulnerable people with disability in Queensland. The organisation does this by engaging in systemic advocacy through campaigns directed at attitudinal, law and policy change, and by supporting the development of a range of advocacy initiatives in this State.

As QAI is a social advocacy organisation, it works to uphold the principles of fundamental human rights, social justice and inclusion in community life by:

* taking positive, ethical action,
* being on the side of people with disability,
* being understanding of their position and vulnerability,
* being independent with minimised conflicts of interest,
* focussing on fundamental needs, welfare and interests,
* doing advocacy with vigour and a sense of urgency,
* remaining loyal and accountable over time.

People involved with QAI therefore believe that people with disability:

* are as valuable as any other human beings, regardless of what they can or cannot do,
* need to live well and have the same opportunities in life as other people,
* are part of the relationships and connections of ordinary life and can participate and contribute to the rich and diverse fabric of our communities,
* should not be segregated, congregated or isolated on the basis of disability.

# 3. Position Statement

The Paralegal will provide support to QAI’s Advocacy Practices and administration team, providing a high standard of information, referral and assessment to clients and organisations contacting QAI. The paralegal is responsible for undertaking a wide range of client and administrative support duties, in line with the changing strategic and operational requirements of the organisation to deliver quality services to our community.

## Key Position Responsibilities and Accountabilities:

* Conduct general office administration duties including answering the phone, mail, filing and organisational diary management.
* Provide responsive services to client problems and apply specific advocacy related knowledge to accurately assess client needs to provide correct information, referral and appointment options.
* Perform the QAI intake process of new clients or existing clients with new matters, ensuring the accurate collection of demographics and matter specific details and in accordance with organisational policies.
* Foster relationships with external organisations to facilitate meaningful warm referrals both inward and outward.
* Manage the QAI’s solicitors’ and advocates’ calendars, including booking client advice appointments and representation matters.
* Open client files, including performing intake and taking initial client instructions, entry into the client management database, preparation of hard copy and electronic files and opening file correspondence.
* Provide support to QAI’s solicitors’ and advocates for various matters including assisting with follow up with relevant stakeholders, tribunals, courts and clients as required.
* Close client files, including liaising with the client post advice or representation and preparation of closing file letter and completing close file procedures to finalise client matters.

# 4. Requirements of the Position:

## Values, skills, knowledge:

* Demonstrate commitment to QAI’s values and beliefs and the principles and elements of social advocacy.
* Comply with the code of conduct and ethics and confidentiality requirements of QAI and with the National Disability Service Standards.
* Ability to exercise initiative and judgment within the sphere of work to plan, coordinate, implement and evaluate work in a strategic way.
* Proficiency in the use of Microsoft environments, including Sharepoint, Teams and Outlook.

## Relationships:

* Ability to work independently or collaboratively as part of a team to achieve positive outcomes.
* Ability to work non-confrontationally, yet reason and argue assertively on important issues on behalf of people with disability.
* Ability to work with supervision and within organisational policy.

## Essential:

* Strong commitment to human rights, social justice and diversity.
* Excellent communication skills, and ability to support vulnerable people with clear information.
* Good knowledge or the ability to acquire knowledge of the welfare and/or disability sector/s with understanding of what makes people vulnerable.
* Well developed organisational and time management skills, including the ability to plan, implement and evaluate areas of work.
* Criminal history screening clearance.

## Desirable:

* Lived experience of disability;
* Previous experience at a Community Legal Centre and/or with the Community Legal Assistance Services System (CLASS), would be advantageous; and
* Call centre or equivalent experience.