

Tasmania Legal Aid

Statement of Duties – February 2021

Title	Senior Assist Coordinator
Number	357178
Award	Legal Practitioners Agreement
Classification	Level 2
Output Group	Corrections & Justice
Full Time Equivalent	0.8 FTE
Division	Tasmania Legal Aid
Branch	Civil Law
Supervisor	Civil Law Manager
Direct Reports	4
Location	Hobart
Terms of Employment	Fixed-term, from 3 April 2021 until 30 June 2022. Part-time, 8 days per fortnight. Some intrastate travel may be required.
Position category and funding	T 167

The Department of Justice

Aim

A safe, fair and just Tasmania.

Purpose

To support the Tasmanian Government to promote the rule of law by

- ensuring an effective, efficient and accessible justice system.
- protecting and respecting rights.
- improving laws.
- influencing positive behaviour and enforcing responsibilities.

Visit the [Department of Justice website](#) for more information.

Divisional Information

Tasmania Legal Aid is an independent statutory body governed by a Board of Commissioners accountable to both Commonwealth and State Attorneys-General. Our staff are employed under the *State Service Act 2000*.

As the largest government-funded legal assistance service in Tasmania we provide:

- legal information, advice and referral
- legal representation, mediation and dispute resolution services
- community legal education
- legal assistance programs

Our vision:

- All Tasmanians are safe, respected and have their voices heard.

Our purpose

- To provide legal services to help Tasmanians understand their rights, navigate the system to resolve their legal issues, and get the assistance they need.
- To support and advocate for vulnerable and marginalised Tasmanians.
- To work with our clients, staff, legal partners and community to improve the legal system.

Visit the [Tasmania Legal Aid website](#) for more information.

About the position

Objective

The position requires a legal practitioner to act as solicitor and represent Tasmania Legal Aid's clients. To coordinate the operation of the Senior Assist Program within Tasmania Legal Aid's Civil Law service area.

Duties

- Co-ordinate the provision of advice, assistance and referrals by the Senior Assist team State-wide as required with a focus on preventing and responding to elder abuse.
- Provide higher level legal advice and assistance to Senior Assist clients and Tasmania Legal Aid colleagues.
- Liaise and continue to build collaborations with stakeholders and service providers about policy and Program activities and initiatives.
- Report as required on Senior Assist services to funders.
- Participate in service development and provision of Community Legal Education in relation to Program activities and initiatives.
- Perform such other legal professional work as may reasonably be directed from time to time.

Level of responsibility

- This position reports to the Civil Law Manager.
- Responsible for the effective and efficient delivery of Senior Assist services in accordance with the directions, policies and guidelines of Legal Aid within allocated resources and agreed timeframes.
- Expected to exercise initiative, discretion and sensitivity in the resolution of Program related legal matters.
- Responsible for maintaining current knowledge of relevant departmental policies and procedures.
- Ensure efficient and effective management of work health, wellbeing and safety for the areas of responsibility in accordance with the WHS requirements of the WHS Act.
- Provide adequate instruction, information, supervision and training for your team members, depending on the nature of their work.

Direction and supervision received

- Day to day decision making in connection with duties.
- Accountable to the Civil Law Manager for transacting the business of the Senior Assist Program and office in accordance with necessary procedures and directions.
- In accordance with briefings given on specific assignments, work under limited supervision but otherwise on own initiative in the day to day environment.

Selection criteria

The following specific selection criteria must be addressed by candidates by describing their relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objective and duties can also be used to assist in addressing the selection criteria.

1. Demonstrated knowledge of issues affecting older people and particularly regarding elder abuse and the legal remedies that are applicable in Tasmania.
2. A high level of verbal and written communication skills including the ability to negotiate and liaise effectively with a wide range of people including the ability to deal empathetically with older clients and clients who may have a disability.
3. Demonstrated ability to work with minimal supervision in a small team environment and display initiative and flexibility in problem solving, as well as working as a member of a team that includes lawyers, social workers and support staff dedicated to a high standard of service and sharing a commitment to the goals of Legal Aid.
4. Demonstrated knowledge of legal professional ethics, in particular as they apply when dealing with clients with a disability or capacity issues.
5. Possess the ability to develop effective service delivery and reporting arrangements and collaborative working relationships with stakeholders that will achieve the desired outcomes for Legal Aid.
6. Be able to understand and apply the requirements of the relevant WHS legislation in your areas of responsibility.
7. Demonstrated knowledge of Tasmania Legal Aid, its goals and strategies and the proven ability to apply TLA's values in providing services to clients, stakeholders and the Tasmanian community.

Working environment

Employment in the State Service is governed by the *State Service Act 2000*. Both employees and officers are required to uphold and comply with the State Service Principles (Section 7) and the Code of Conduct (section 9). In particular the expectations are as follows:

Department of Justice state service employees:

- treat all users of our services with respect and courtesy;
- listen to what users of our services have to say;
- personalise services to the needs and circumstances of each user of our services where practical;
- always do what they say they are going to do, or update the appropriate people promptly if things change, offering an explanation for the change;
- respond to enquiries promptly and efficiently; and
- consult the public and users of our services about their service needs.

The minimum standard of behaviour expected of all Department of Justice employees is to:

- Consider people equally without prejudice or favour.
- Act professionally with honesty, consistency and impartiality.
- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.
- Appreciate difference and welcome learning from others.
- Uphold the law, institutions of government and democratic principles.
- Communicate intentions clearly and invite teamwork and collaboration.
- Provide transparency to enable public scrutiny.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

Further information about employee expectations is on the Department of Justice Intranet site under Statement of Intent.

The department is committed to high standards of performance in the application of contemporary management practices and principles including workplace health and safety and workplace diversity. The department recognises and uses the diversity of the community it serves. In doing this it acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties.

DoJ has a zero tolerance approach to violence*, including any form of family violence. DoJ takes an active role in supporting employees and their families and is committed to providing a workplace that promotes safety and wellbeing of all employees.

**The Department accepts the Tasmanian legal definition of violence.*

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees are responsible for participating actively and constructively in discussions regarding performance and for the implementation of agreed outcomes in accordance with the Performance Management policies and strategies of the Department.

Smoking is prohibited in State Government workplaces and vehicles.

Requirements

Essential requirements

- Admitted as a Barrister and Solicitor of the Supreme Court of Tasmania
- Current Tasmanian Registration Working with Vulnerable People (Registration Status-Employment)

Desirable requirements

- Practice experience of the law and legal procedures as applicable in Tasmania.
- Experience in dealing with older people and their legal issues.
- Current Motor Vehicle Driver's Licence.