

Paralegal - Legal

Role data

Position no.	TBA	Work Area Profile	Legal
Work Level Classification	Level 5	Directorate/Business Unit	Regulatory Operations
Reports to (role)	Practice Manager, National Legal Services	Location	Any
No. direct reports	Up to 2	No. of indirect reports	0
Version date	13 January 2022	Tenure	Ongoing

Work area profile

Ahpra's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: www.ahpra.gov.au

Regulatory Operations National Legal Practice provides high quality legal input and advice at key points of AHPRA's regulatory processes under the Health Practitioner Regulation National Law, as in force in each state and territory (the National Law). The national team manages the risks associated with individual legal cases and conducts the regulatory litigation (civil, disciplinary and criminal) on behalf of the Boards and AHPRA. It also provides strategic and policy related legal advice to ensure that AHPRA and National Boards comply with relevant legislative requirements and obligations.

Role purpose

Reporting to the Practice Manager, National Legal Practice; the Paralegal – Legal is responsible for providing high quality legal case management and administrative support to the legal practice, with the ability to work across all unit functions within the practice.

This role will enhance the work of Ahpra lawyers by ensuring a smooth process for matters referred to Courts, Tribunals or in appeal through accurate assessment; in-depth research and review of background materials; preparation of briefs, correspondence, papers and other materials; timely and accurate management of data and professional communication with the practitioner and other involved agencies.

This role will also facilitate the smooth and timely operations of requests for Evidentiary certificates, FOI, information release and corporate legal requests as well as the development of processes and procedures to support these areas and the work of the National Legal practice.

Supporting the high quality of paralegal work in the legal practice, this role is also responsible for managing a small number of staff supporting the broader legal practice. This will require application of Ahpra's principles for virtual teams and will promote a culture of team-collaboration and staff wellbeing while ensuring that all KPIs and timeframes are achieved across the legal function.

Key Accountabilities

- *Actively participate in activities and demonstrate behaviours that enable a positive, team-based performance culture and staff wellbeing.*
- *Provide high quality paralegal support through managing the discovery phase of allocated cases including research, investigating precedents and drafting materials for lawyers and managers as part of ongoing legal case file management; facilitating all administration during the life of a matter and the timely implementation of outcomes and reporting requirements in support of Ahpra lawyers.*

- *Autonomously manage complex administrative tasks including background research, extensive document management or retrieval and the preparation of materials for external information release, including preparation of evidentiary certificates when required.*
- *Actively participate in the development and review of policies, procedures and guidelines to improve the performance of the legal function and collaboration across Regulatory Operations.*
- *Establish and maintain a relationship with practitioners or their legal representatives and external Panel firms.*
- Activities as directed by Practice Manager, National Legal Services.
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - take reasonable care for own and others' health, safety and wellbeing, and
 - adhere to Ahpra's workplace health, safety and wellbeing policies and procedures.
- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance. This means to:
 - enhance and encourage direct reports' potential through development and coaching activities
 - take actions to close identified performance gaps in a timely and effective manner
 - comply with Ahpra performance objectives setting, review and development processes, and
 - motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behaviour.

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency Level
Service	Commits to customer service	Intermediate
	Displays leadership	Intermediate
	Generates and delivers the strategic vision	Intermediate
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/experience

Qualifications/Experience	Required
Qualifications	Paralegal qualifications or Diploma/Degree in Business Administration or equivalent and/or relevant experience.
Experience	<p>Demonstrated experience in the provision of high quality administrative support in a complex work and high volume environment.</p> <p>Demonstrated experience in providing support across the full range of legal administrative activities including, but not limited to, case management, correspondence, document management, legal research and finance.</p> <p>Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems.</p> <p>Demonstrated experience providing quality customer service in a complex, time pressured environment, including the ability to prioritise workload in response to time critical targets.</p> <p>Highly developed interpersonal, written and oral communication skills and experience in dealing with people at all levels.</p> <p>Highly developed problem solving and analytical skills in interpretation of information.</p> <p>Experience in or the ability to acquire skills in the application of legislative, policy and procedure requirements as they relate to a regulatory environment.</p> <p>Ability to cope with change and demonstrate resilience in a changing environment.</p>

Key relationships

Internal Relationships	External Relationships
National Director – Legal Services	Legal firms
National Manager – Legal Services	Health Practitioners
Senior Legal Advisor – Legal Services	General public
Senior Inspector – Legal Services	Tribunals and courts
Practice Manager – Legal Services	Other Government agencies
National Boards	
State and Territory Managers	
All National Legal Services units	