



POSITION DESCRIPTION

Position Title:	PARALEGAL	Version:	1.0
Position Reports to:	Manager Pine Rivers Community Legal Service		
Program:	Pine Rivers Community Legal Service		
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
Role Level:	Worker	Direct Reports:	No
		Classification Level:	4
Date reviewed:	10/2025	Reviewed by:	PRCLS Mgr, HR, CEO
		Date next review:	10/2027

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of Moreton Bay. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in Moreton Bay and the greater North Brisbane area.

Since 1987, we have been committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs.

Encircle operates across six sites including Kallangur, Lawnton, Redcliffe, Strathpine, Caboolture and Kedron. We have 80 staff and approximately 130 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected and supported.

Our Purpose:

To be a responsive, adaptive and sustainable organisation to meet the changing needs of our communities.

Pine Rivers Community Legal Service at Encircle

The Pine Rivers Community Legal Service (PRCLS) is a community legal service which provides free legal advice, information, and referrals as well as community legal education for vulnerable people facing disadvantage in the Moreton Bay and greater North Brisbane area.

PRCLS provides community legal services from the main location at Strathpine and from Caboolture, Redcliffe, Deception Bay, and Kallangur Neighbourhood Centres. Community legal services are also provided at Bribie Island Neighbourhood Centre once a month and at the Family Relationship Centre in Strathpine once a week.

The PRCLS also provides the Domestic and Family Violence Duty Lawyer Service at Pine Rivers Magistrates Court and assists with the Domestic and Family Violence Duty Lawyer service at the Sandgate and Redcliffe Courthouses.

Community Family Mediation Service (CFMS) an initiative of the Pine Rivers Community Legal Service, the CFMS provides mediation and facilitated dispute resolution services for vulnerable and disadvantaged people with regard to family law matters (low value financial settlements and parenting matters).

PURPOSE OF ROLE

This position aims to provide crucial support to solicitors and the team, covering a wide range of legal tasks. Responsibilities include assisting solicitors with client engagement, supporting the administration team, and assisting in facilitation of the Community Family Mediation Service. The role involves legal drafting, research, mediation intake, community legal education, and general administration. The role also includes training and supervising administration staff, volunteers, and students, requiring demonstrated experience and skills in these areas. Essential attributes include a composed demeanor, efficiency, and a personable attitude.

MAIN DUTIES AND RESPONSIBILITIES

- Coordinate the Community Family Mediation Service (CFMS).
- Provide a welcoming and efficient reception service for the Community and Family Mediation Service and the Pine Rivers Community Legal service.
- Undertake intake assessments for the mediation service.
- Supervise and training of administration staff, volunteers and students.
- Data capturing for the legal service and the mediation service.
- Work effectively as a collaborative team member.
- General administrative tasks and correspondence/emails for both services.

Duties:

Frontline Responsibilities

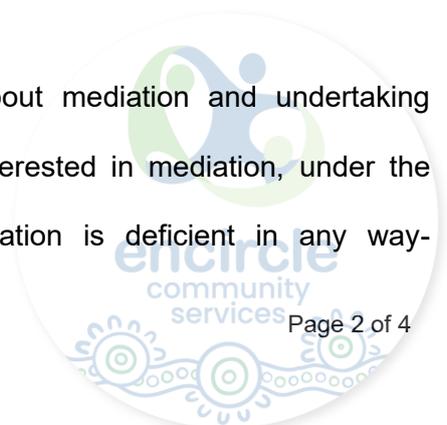
- Answer the telephone and make appointments for the services.
- Assist with the organisation of the services meetings, events and training.
- Confirm appointments with outreach services.
- Maintain filing system.
- Develop and maintain knowledge of PRCLS/CFMS reception and administrative processes and resources, highlighting potential improvements with manager.
- Monitor and manage correspondence and emails at reception.
- Draft legal documents and correspondence under supervision of solicitors.
- Assist solicitors in preparation for court and/or other proceedings.
- Conduct legal and practical research tasks as required by solicitors.
- Engage in client intake, organise meetings, obtain instructions and prepare follow up materials, under the supervision of solicitors.
- Conduct administrative support at the Magistrates Courts.
- Provide administration support for outreach areas.
- Prepare and deliver community legal education sessions, under the supervision of solicitors.
- Provide information and referral services to individuals seeking assistance.

Client Management Data

- Enter and maintain data into the preferred client management systems in accordance with the Data Standards Manual.

Mediation Service Coordination

- Taking calls from people wanting to find out about mediation and undertaking preliminary assessment of assessment eligibility.
- Coordinating the pre intake process for parties interested in mediation, under the supervision of the CFMS officer.
- Requesting further information required if information is deficient in any way- particularly regarding a copy of court orders.



- Reviewing court orders, assessing order to ensure they allow for mediation and if not, managing this process.
- Preparing all documents to do a mediation intake interview, in accordance with workflow.
- Calling the parties to arrange mediation intake interviews.
- Do mediation intake interviews face to face or over the telephone with clients, preparing parties for the mediation process.
- Maintain confidentiality of mediation clients from the legal service.
- All administration work involved in opening and closing files and issuing certificates required

Actionstep Data

- Enter data into “Actionstep” - the data management system for both services in accordance with the Data Standards Manual.

Administration

- Coordinate administrative support across both the CFMS and PRCLS.
- Maintain the legal service volunteer data base together with the Legal Support worker and ensure volunteers have documents up to date on an annual basis.

Delegated Authorities:

- Not Applicable

KEY POSITION OUTCOMES

- The Paralegal function increases program staff capacity to support clients.
- The Paralegal function enables program materials/documentation to be managed more efficiently.
- The Paralegal function supports a professional and well organised program.

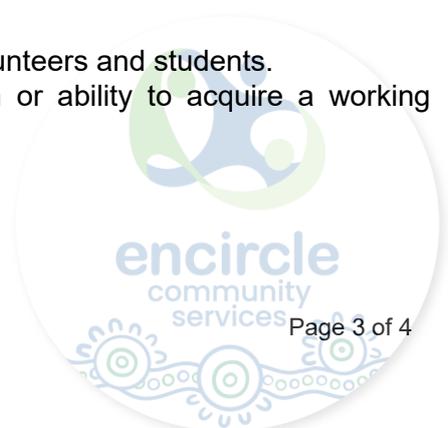
POSITION REQUIREMENTS

Qualifications:

- Diploma or Bachelor’s Degree in Law, Legal studies or similar qualifications preferred.
- Client interview skills and experience.
- Legal knowledge and skills necessary to assist solicitors in drafting legal documents, correspondence to clients and research tasks.

Capabilities:

- Proficient oral and written communication skills.
- High level legal administrative and organisational skills.
- Self-motivated, reliable and with the ability to act independently with initiative.
- Work effectively as a collaborative team member.
- Intermediate skills with Microsoft Office suite.
- Ability to train and supervise administration staff, volunteers and students.
- Working knowledge of the Actionstep data system or ability to acquire a working knowledge rapidly.



Previous Experience:

- Administrative experience in a legal setting is an advantage.
- Administration experience in a mediation service is an advantage.

Other:

- Police Check
- Drivers License

KEY SELECTION CRITERIA

- KSC 1:** A high degree of professionalism and well-developed interpersonal and verbal skills with a capacity to liaise effectively with clients under stress, to access justice with a calm and helpful personality.
- KSC 2:** Demonstrated experience in legal knowledge and skills necessary to undertake client instructions and the ability to research points of law.
- KSC 3:** Demonstrated time and organisational management skills, and ability to prioritise in a fast-paced program environment, within a small team setting.
- KSC 4:** Experience and skilled in mediation intake processes and party interviews.
- KSC 5:** Demonstrated high level communication skills, both verbal and written.
- KSC 6:** Demonstrated understanding of Social Justice principles.
- KSC 7:** Demonstrated understanding of contemporary challenges, needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse (CALD), LGBTIQ+ backgrounds and other vulnerable population groups and the application of Social Justice principles.

Key Documents:

- Family Law Act 1975
- Child Protection Act 1999
- Domestic and Family Violence Protection Act 2012
- Human Rights Act 2019
- Encircle Policies and Procedures

Employee Name:

Employee Signature:

Dated:

