

**POSITION TITLE:** CLIENT SERVICES OFFICER  
**CLASSIFICATION:** Administrative Services Officer Class 2

## The Legal Aid Commission (ACT)

The Commission is established under the *Legal Aid Act 1977*. Its mission is to promote a just society in the Australian Capital Territory by:

- ensuring that vulnerable and disadvantaged people receive the legal services they need to protect their rights and interests
- developing an improved community understanding of the law, and
- seeking reform of laws that adversely affect those we assist.

Further information about the Commission can be found at <http://www.legalaidact.org.au>

## The Position

Client Services is responsible for the administration of applications for legal assistance and the ongoing management of grants and accounts for grants related services. This function involves:

- processing applications and determining eligibility for assistance in accordance with means, merit and matter-type guidelines;
- arranging and managing assignment of legal-assisted cases to in-house or private lawyers;
- determining requests for extensions of assistance, and
- certifying accounts for professional fees and disbursements.

Client Services handles general enquiries and reception at the Commission's office in Canberra City.

The Client Services team comprises the Grants Manager, Grants Officer, Client Services Supervisor, and a number of client support staff, Client Services Officers.

## Essential duties and responsibilities

1. Provide information and assistance on matters relating to the provision of legal assistance services to the general public and clients.
2. Deal with in-house and private lawyers, other agencies and the general public in a prompt, responsive and caring manner.
3. Ensure client applications for legal assistance are completed in accordance with the *Legal Aid Act, 1977*, and Legal Aid Commission Guidelines
4. Monitor files relating to grants of legal assistance, the work undertaken in legally assisted cases and requests for extensions of legal assistance.

5. Ensure that information on client files is accurately recorded and updated on the Commission's computer system, and that other information regarding legal assistance services is entered into that system.
6. Undertake other administrative tasks as required from time to time.

#### **Selection criteria**

1. An understanding or ability to quickly learn the application of the Legal Aid Guidelines, Scale of Costs and the *Legal Aid Act 1977*, in relation to grants of legal assistance and the provision of contracted legal services to clients.
2. Good oral and written communication skills and a demonstrated ability to communicate effectively with a wide range of people from different backgrounds in a professional and caring manner.
3. Ability to develop effective working relationships with other areas within the Legal Aid Commission as well as private legal firms and other agencies.
4. Demonstrated ability to maintain high standards of file management and proactive case management.
5. Time management skills and ability to prioritise competing tasks, often within a short timeframe and in a pressured environment.

Applications should specifically address each of the selection criteria. Short listing for interview and selection will be based on claims and examples against these criteria.

#### **Eligibility/ other requirements**

n/a

#### **Submission of your application**

Applications for this position should be forwarded to: [hr@legalaidact.org.au](mailto:hr@legalaidact.org.au)

Applications for this position close at 11:59pm on **Wednesday 2 February 2022**.