



Position vacant

Senior Access to Justice Officer

The Law Society of New South Wales is looking to employ a Senior Access to Justice Officer, on a full-time basis. The position will be advertised internally and externally. If any staff member is interested in applying, or requires further information, please contact the HR Department no later than 5.00 pm Monday, 12 April 2021.

Responsibilities

Reporting to the Director, Access to Justice, the Access to Justice Officer is responsible for providing legal and paralegal support to the Legal Information Service and the Alternative Dispute Resolution Department. The role is also responsible for providing occasional administrative support to the Director, Access to Justice and referrals under the Solicitor Referral Service.

Accountabilities

Legal Information Service:

- To provide assistance to members of the Law Society phoning or emailing with requests for legal information. Common information requests relate to property, the Legal Profession Uniform Law and Regulations, probate and wills and practice management inquiries.
- Ask relevant questions to ascertain if an inquiry would be best assisted by internal referral to the Professional Support Unit, external referral, or escalation to the Solicitor or Director, A2J, and refer accordingly.
- To work with the Solicitor, A2J and Director, A2J to facilitate the development of frequently asked questions documentation for areas of common inquiry.

Alternative Dispute Resolution:

- Provide detailed and accurate information to callers about the various ADR programs the Law Society administers.
- Consider and review the relevant legal documentation provided by an applicant in order to identify the relevant ADR Clause, any pending court dates and any other relevant matters. Request outstanding documentation/information as required. Use this information to determine the nature of the dispute and the skills and experience required by any appointed practitioner.
- Discuss the matter with the proposed practitioner in order to describe the dispute accurately including the relevant ADR clause or order and answer any of their questions.
- Prepare accurate documentation for Presidential Appointments and Presidential Nominations.
- Assist in the bi-annual Expression of Interest process for practitioners to be on various Law Society ADR Panels.

The Solicitor Referral Service:

- Work on a weekly rotation with A2J team members in providing accurate SRS referrals for members of the public using the Solicitor Referral Service database (SRS database).



Requirements

- Completed a Bachelor of Laws (BA Laws).
- Minimum of one-year of continuous legal experience.
- Demonstrated legal research experience.
- Working knowledge of conveyancing and wills and estates (or both) highly desirable.
- Ability to prioritise and manage a high-volume case load in a demand driven environment and work within a team.
- A commitment to providing professional and timely customer service in a team environment driven by external demands.
- Flexibility and willingness to adapt to the fluctuating volume of work of the service and to adapt to the demands of a constantly evolving workplace environment.
- Communication skills including effective telephone, questioning, and listening techniques.
- High level of interpersonal skills including courtesy, ability to develop rapport, empathy and tolerance.
- Proven ability to use clear, concise language in correspondence and accurately draft legal documentation.

Applications

The Law Society of New South Wales is committed to building and maintaining a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

Written applications, including a cover letter outlining your experience and a brief resume, should be addressed to: recruitment@lawsociety.com.au