

## POSITION DESCRIPTION

Position:	Paralegal
Reports To:	Managing Lawyer
Status:	Fixed term, Part time
Location:	Hybrid
Pay rates:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 4 + Superannuation + Salary Packaging

## ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 20,000 women and children experiencing family violence throughout our 39 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

### Our services include:

- An accredited community Legal Centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch's 2022-2025 Strategic Plan [here](#).

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## POSITION SUMMARY

The inTouch in-house Legal Centre was established in 2012 and provides high quality, free and accessible legal services to migrant and refugee who are experiencing family violence. Our legal team has a number of highly experienced Lawyers and Migration Agents who understand the additional barriers that our clients face when accessing the legal system.

inTouch Paralegal will work under the direction of our Lawyers and Migration Agents to provide valuable legal support to women from migrant and refugee backgrounds in Victoria. The InTouch Legal Centre includes professional advice, assistance, and referrals with:

- Protection from family violence – intervention orders
- Family law – dispute resolution
- Parenting
- Property and financial
- Airport watch list
- Child support and spousal maintenance
- Divorce
- Immigration - spousal visas
- Immigration - Applying under family violence provision
- Victims of Crime Assistance Tribunal (VOCAT) applications

## KEY RELATIONSHIPS

Internal	Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centred, program execution.
External	Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners.

## POSITION ACCOUNTABILITIES

- Provide legal casework assistance such as drafting letters, completing forms and checking documents
- Book client appointments
- Provide information to clients by telephone, email and face-to-face
- Provide appropriate referrals to other community legal services, private legal professionals, government authorities, courts and tribunals

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- Assist with administration of client files and preparation for client interviews
- Assist with the preparation of advice sessions
- Conduct research
- Undertake any other legal work as directed by the Lawyers or Migration Agents

## DELEGATION OF AUTHORITY

The incumbent is required to operate within inTouch's Delegations of Authority and is responsible for managing budgets, monitoring expenditure, and ensuring the effective and compliant use of financial resources within their area of responsibility. This includes the management, oversight, and compliance of contracts and agreements relevant to their role.

## KEY SELECTION CRITERIA

### Essential

- Understanding of, and sensitivity to, the legal needs of vulnerable clients, such as family violence victim survivors from culturally and linguistically diverse backgrounds.
- High level of verbal and written communication skills and ability to liaise with a diverse range of people including, vulnerable clients, community groups, agencies, courts, tribunals, government departments, members of the legal profession and interpreters.
- Attention to detail and the ability to follow direction and undertake tasks consistently and competently.

### Desirable

- Previous participation or experience in a community socio-legal work setting.
- Experience working with culturally and linguistically diverse communities.
- Experience working with interpreters.

### Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children.
- High ethical standards and values, ability to act with integrity and confidentiality.
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.

## SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian car license.
- Must be physically capable to carry out administrative duties, including extended periods of

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computer use.

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.
- inTouch has a smoke-free workplace policy.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day-to-day work in to meet the organisation's audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience.
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments.
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy.
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identity and qualifications.
- Signing a Confidentiality Agreement is a personnel requirement of inTouch.
- The successful applicant will initially be engaged for a probationary period of six months.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

## PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

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