



Environmental Defenders Office

Paralegal - Position Description

EDO relies on our people to use their skills and experience to provide the best possible support to our clients and other staff. While this job description aims to outline the fundamental reason the role exists, the role may evolve as EDO evolves.

If you see a way to play to your strengths in a way that achieves EDO outcomes, please don't be limited to this list. We have important work to do and need everyone to be operating at their best.

Job title: Paralegal – National Intake Service

Reporting to: National Intake Coordinator

Purpose of the position

The position will support our National Intake Service and legal teams to provide advice, information and referral services to members of the public.

National intake is a critical function within the EDO and provides exposure to a diverse range of environment and planning law issues. The position will support the administration and provision of legal services in response to enquiries, including data entry, taking and receiving phone calls from the public, responding to emails, and legal research tasks under the supervision of the National Intake Coordinator.

The position may also include drafting of fact sheets and information, coordination of volunteers to support the Service and coordination across the EDOs legal practices.

Key responsibilities & duties

The Paralegal is responsible for supporting the National Intake Coordinator and Solicitors in delivering the work of EDO's National Intake Service.

The Paralegal will support the National Intake Service to provide information, referrals and advice and will be responsible for the administration of the service including data entry, conflict checking and research tasks. The National Intake Service is managed by the National Intake Coordinator and is part of the Early Legal Intervention Program (ELI) which is overseen by the Managing Lawyer of ELI. The Paralegal reports directly to the National Intake Coordinator.

Key responsibilities

It is expected that you will work closely with and support the National Intake Coordinator and Graduate Solicitor in the carrying out of day-to-day duties of the position.

- Support EDO's national enquiries telephone, website and email services through administration, including responding to calls and emails and data entry.
- Triage enquiries including data entry and preliminary conflict check
- Be the direct point of entry for enquiries, in a respectful, helpful, and culturally competent manner.

- Undertake research to support legal advice provided through the National Intake Solicitors.
- Draft information and referrals in response to enquiries.
- Apply EDO's national intake and risk management procedures to national intake.
- Support the implementation, review and maintenance of national intake procedures and systems, including website intake.
- Assist in the development, audit and update of community education materials, including fact sheets and online legal information, in consultation with staff from across EDO.
- Assist in the coordination of volunteers assigned to projects relating to National Intake.
- Deliver support in a respectful and culturally competent manner and work with clients from a wide variety of backgrounds, including clients who speak English as a second or more language.
- Such other duties as reasonably requested by the r National Intake Coordinator or ELI Managing Lawyer from time to time.

General

All staff have a responsibility to:

- Develop and maintain a good knowledge of EDO's role and policies.
- Represent EDO in a positive and effective manner by actively demonstrating EDO Values.
- Attend, and contribute actively and constructively at staff meetings.
- Maintain appropriate records, assist with office administration, such as files, computer and precedent systems.
- Seek opportunities for personal and professional development, particularly related to the team and position's specific areas of responsibility.
- Respond to requests by clients and fellow staff in a knowledgeable, professional, constructive and respectful manner.
- Provide accurate and timely data and information for reporting, fundraising and communications purposes.

Professional competencies and behaviours

Critical Skills:

- Project management
- Excellent organisation and attention to detail
- Working with internal and external stakeholders
- Knowledge and experience with CLC and ACFID accreditation schemes
- Experience developing legal policy and process documents
- **Good leadership qualities with the ability to inspire and develop high-performing teams.**
 - Motivation:* Regularly recognises and rewards team achievements, fostering a culture of appreciation and motivation.
 - Empowerment:* Effectively delegates tasks, empowering team members to take ownership and responsibility for their work. Encourages team members to take initiative and lead projects or segments of work.
- **Excellent organisational, communication and interpersonal skills.**
 - Clarity and precision:* Communicates complex legal and strategic information clearly and concisely, ensuring all stakeholders understand the key messages.
 - Active listening:* Practices active listening to understand the perspectives and needs of team members and stakeholders.
 - Self-awareness:* Regularly seeks feedback on their own performance from across the organisation and demonstrates awareness of personal limitations and knowledge gaps. Actively

seeks to improve and is open to learning from others, regardless of their role or level within EDO.

- **High level of integrity and professional ethics.**
Ethical decision making: Makes decisions that align with the organisation's values and ethical standards, even when facing pressure or adversity.
Transparency: Maintains transparency fostering trust and credibility.
Accountability: Takes responsibility for actions and encourages the same level of accountability from members of their team.
- **Ability to drive innovation and adapt to changing legal environments.**
Curiosity and open-mindedness: Stays informed about emerging trends and developments in their field of expertise.
Flexibility: Able to adapt quickly to changes in the environment and is comfortable with ambiguity.
- **Inclusivity and ability to work closely with a diverse range of internal and external stakeholders.**
Inclusive: Committed to fostering an inclusive and diverse workplace, through active promotion of equity, thorough understanding of diversity and leadership of initiatives that ensures all employees feel valued and respected.
Ensuring varied perspectives: Involves team members in decision-making, ensuring diverse perspectives are considered.
Open and honest: facilitates open and honest discussions among team members.
Cultural competence: Shows respect for and understanding for diverse cultures, backgrounds and viewpoints.

Commitment to EDO's Values:

Commitment

- We are committed to; a united organisation, to each other, to collaboration, to justice, to our communities and to creating a world where nature thrives.
- We are committed to providing excellent legal services and resources, informed by the best available science, in order to empower clients and communities.
- We are committed to improving our planet and society.
- We care for EDO's clients and stakeholders.
- We are fearless in the face of adversity, and care for each other as we face this adversity.

Diversity

- We are respectful of and welcome diversity of staff, volunteers, offices, environmental regions, communities, stakeholders.
- We respect First Nations Peoples' knowledge and experience, and work with them to protect their country and culture.
- We acknowledge that the law has not always been just.
- We dedicate ourselves to understanding the diversity of our people and culture.
- We welcome and respect our own differences and learn from them, and collaborate to achieve our greatest potential.
- We are great lawyers and great people, with open hearts and open minds.
- We respect the different places our stakeholders come from and strive to help them, even if their worldviews don't align completely with ours.

Integrity

- We work effectively, efficiently, strategically, professionally and ethically; “justice is in our nature”.
- We are truthful with ourselves and others.
- We are nonpartisan and inspire trust in our clients, stakeholders and government.
- We respect the world's resources and make maximum productive use of the resources entrusted to us.

Vision

- We lead change and environmental empowerment using innovation, creativity, and courage.
- We expand the boundaries with creativity and skill, pioneering new legal pathways to a healthier, safer world and inspiring others.
- We are inquisitive, curious and persistent: exploring new ideas and embracing change.
- We boldly challenge the status quo while providing solutions to our most pressing challenges.