

<b>Position title:</b>	Paralegal
<b>Division:</b>	Operations
<b>Employment type:</b>	Various
<b>Industrial instrument:</b>	QSNTS Enterprise Agreement
<b>Salary:</b>	QSNTS 4
<b>Reports to:</b>	Chief Operating Officer / Deputy Principal Legal Office
<b>Location:</b>	Brisbane

Queensland South Native Title Services (QSNTS) is the native title service provider for almost two-thirds of Queensland. QSNTS is a company limited by guarantee, funded under s 203FE of the *Native Title Act 1993* (Cth) to carry out the functions of a representative body. For further information, please visit <http://www.qsnts.com.au>. For further information about this job opportunity contact Human Resources on (07) 3224 1200.

## 1. Purpose

Under the direction of a qualified legal practitioner, assist in the delivery of a comprehensive and holistic legal service to progress and complete native title determination applications or compensation claims under the *Native Title Act (1993)* and to support traditional owners to pursue their rights and interests.

## 2. Key Responsibilities

1. Work within the QSNTS Operations team, and as a member of the broader interdisciplinary team, to support the delivery of native title services, in accordance with ss. 203B and 203BJ of the *Native Title Act*:
  - a) Assist with the development, maintenance and execution of client management plans.
  - b) Provide regular updates to the lawyer, as case manager, on matter-related activity, progress and identified risks.
  - c) Assist the lawyer with basic project management activities to support the smooth running of client management and continuous improvement.
2. Assist in the progress of native title claims, and Prescribed Bodies Corporate, by supporting legal operations:
  - a) Perform research on case law and claim groups.
  - b) Assist in preparing legal documents, including native title determination applications, affidavits, interlocutory applications, legal submissions and reports, briefs to external lawyers and counsel and memoranda.
  - c) Perform transcribing duties.
  - d) File or service court documents and deliver and retrieve briefs to and from Barristers' chambers.
  - e) Draft correspondence and newsletters.
  - f) Assist with preparation and attend meetings, conferences, workshops and seminars.
  - g) Take meeting minutes as required.
3. Engage in and promote QSNTS's Whole of Client/Whole of Organisation service delivery strategy so as to support QSNTS's realisation of our Strategic Plan's objectives.

4. Manage records and correspondence in accordance with QSNTS information management standards and record management system requirements.
5. Ensure the currency of the information in Monday.com relating to allocated matters.

### 3. Behavioural and Technical Competencies

#### Essential

1. Knowledge of current Indigenous issues in contemporary society and a commitment to the principles of advocacy and self-determination for Aboriginal and Torres Strait Islander People.
2. Demonstrated Collaborative, Accountable, Courageous, Flexible and Resilient ways of working as per the Foundation proficiency level of the QSNTS Behavioural capability framework (attached).
3. Ability to handle Legal matters per the Foundation proficiency level of the QSNTS Legal technical framework (attached).
4. Ability to support a team, communicate and engage in dialogue per the Core proficiency level of the QSNTS Administrative capability framework (attached).
5. Ability to manage records per the Advanced proficiency level of the QSNTS Records Management capability framework (attached).
6. Knowledge of current Indigenous issues in contemporary society and a commitment to the principles of advocacy and self-determination for Aboriginal and Torres Strait Islander People
7. Able and willing to undertake regular travel throughout Queensland.
8. A current open driver's licence.

### 4. Conditions of Employment

It is a condition of employment with QSNTS that you:

- Work in a safe manner and not put yourself or others at risk of injury or illness;
- Are committed to privacy and confidentiality; and
- Follow instruction, and act in accordance with QSNTS policy and procedures.

### 5. Technical Competencies

#### Ability to handle legal matters: Foundation proficiency level

<p><b>Knowledge of the law</b> <i>Understands the relevant aspect of the law.</i></p>	<ul style="list-style-type: none"> <li>◦ Understands applicable sections of the law, including native title law, contract law, trusts law and property law.</li> <li>◦ Understands Federal Court process and rules.</li> <li>◦ Understands the necessity to act and acts in accordance with professional ethics and relevant statutory rules and standards.</li> <li>◦ Understands evidentiary requirements under the <i>Native Title Act</i>.</li> <li>◦ Understands meeting process.</li> </ul>
<p><b>Research</b> <i>Identifies facts required to support the relevant legal</i></p>	<ul style="list-style-type: none"> <li>◦ Uses online databases to extract data relevant to research questions prescribed by others.</li> </ul>

<p><i>issues and selects data sources to draw required information.</i></p>	<ul style="list-style-type: none"> <li>◦ Demonstrates a basic understanding of the principles of anthropology to understand the implications of certain facts.</li> <li>◦ Is aware of the types of questions that can elicit required information.</li> </ul>
<p><b>Critical interpretation of the law</b> <i>Applies the law to the facts of the matter in an appropriate and defensible way.</i></p>	<ul style="list-style-type: none"> <li>◦ Effectively identifies less complex issues or potential problems.</li> <li>◦ Documents and raises issues with supervisor(s) in a timely manner and, where possible, offers solutions.</li> <li>◦ Engages in consultation, when necessary, to inform decision making by sharing information, asking for views and opinions.</li> </ul>
<p><b>Acting for the client</b> <i>Understands client's goals, objectives and legal entitlements and advises the client on its options and course of action. Represents the client in legal matters before the court.</i></p>	<ul style="list-style-type: none"> <li>◦ Understands court processes, including drafting of court documents.</li> <li>◦ Treats all parties and representatives with courtesy, respect and dignity.</li> <li>◦ Engage with stakeholders.</li> <li>◦ Understand court etiquette.</li> <li>◦ Drafts pleadings under direction from a more senior legal officer.</li> <li>◦ Drafts legal submissions under direction from a more senior legal officer.</li> <li>◦ Explain basic legal matters to non-experts.</li> </ul>

### Ability to support a team: Core proficiency level

<p><b>Understands and meets requirements</b> <i>Coordinates resources to enable others to deliver results.</i></p>	<ul style="list-style-type: none"> <li>◦ Anticipates support requirements according to stated workload of the team.</li> <li>◦ Anticipates resources required for stated upcoming work and ensures they are available.</li> <li>◦ Plans ahead for resources not yet requested, and coordinates ordering/management process to ensure they will be available when needed.</li> </ul>
<p><b>Planning meetings</b> <i>Coordinates and/or schedules meetings and events.</i></p>	<ul style="list-style-type: none"> <li>◦ Applies basic project management approach to planning meetings and events.</li> <li>◦ Understands the steps required in preparing for and holding a meeting and/or event.</li> <li>◦ Prepares an agenda.</li> <li>◦ Identifies potential issues with smooth running of events and recommends solutions.</li> <li>◦ Notifies meeting/event chairperson of required logistical information so they can host the event.</li> </ul>
<p><b>Teamwork</b> <i>Works cooperatively with others to deliver results.</i></p>	<ul style="list-style-type: none"> <li>◦ Engages with a diverse range of personalities and work styles across one's team; flexibly modifies approach to achieve team collaboration.</li> <li>◦ Consistent team player as demonstrated by their respect and support for others; mostly puts the common team goal over individual goals.</li> </ul>
<p><b>Structuring work</b> <i>Structures own work based on the definition of priorities, and systematically executes multiple tasks.</i></p>	<ul style="list-style-type: none"> <li>◦ Accurately defines the scope of an activity and the workload involved.</li> <li>◦ Considers a range of approaches to ensure task is completed to a high standard.</li> <li>◦ Follows through on deliverables, even when working across multiple pieces of work.</li> </ul>

Ability to communicate and engage in dialogue: Core proficiency level

<p><b>Communicating</b> <i>Expresses oneself and reports information in a fluent and accurate manner, both verbally and in writing.</i></p>	<ul style="list-style-type: none"> <li>◦ Considers and anticipates audience's needs or questions before communicating information; plans communication method and message based on this understanding.</li> <li>◦ Breaks information down into easily understandable segments, and provides sufficient detail to enhance ease of interpretation and understanding.</li> <li>◦ Structures communication in a logical and appropriate manner, which makes it easy for the audience to understand.</li> <li>◦ Edits own work to ensure it is concise, clear and relevant.</li> </ul>
<p><b>Engaging in dialogue</b> <i>Explores, listens to and understands others and empathises with their situation.</i></p>	<ul style="list-style-type: none"> <li>◦ Asks insightful and probing questions that get to the core of issues.</li> <li>◦ Pays attention to nuances or underlying motives that may not be stated.</li> <li>◦ Understands the content and emotion in others' communication and responds appropriately.</li> </ul>

Records management: Advanced proficiency level

<p><b>HPCM skills</b></p>	<ul style="list-style-type: none"> <li>◦ Is a HPCM power user.</li> <li>◦ Can advise others on appropriate HPCM use.</li> </ul>
<p><b>MS Office skills</b></p>	<ul style="list-style-type: none"> <li>◦ Creates Word document templates for others to use.</li> <li>◦ Uses Outlook to send and receive emails, book meetings and manage multiple calendars.</li> <li>◦ Uses spread sheet functionality to perform complex analysis.</li> </ul>
<p><b>Understand document and record retention requirements, policies and procedures</b></p>	<ul style="list-style-type: none"> <li>◦ Develops policies and guidelines based on the document and records retention requirements of all roles across QSNTS.</li> <li>◦ Advises others on documents and records retention requirements.</li> </ul>

## 6. Behavioural Competencies

Collaborative, Accountable, Courageous, Flexible and Resilient: Foundation proficiency level

<p><b>Collaborative</b></p>	<ul style="list-style-type: none"> <li>◦ Approaches interactions with a constructive attitude, honesty and transparency.</li> <li>◦ Maintains supportive and constructive relationships by responding to internal and external client's needs, completing tasks and addressing requirements on time.</li> <li>◦ Demonstrates basic interpersonal awareness; is aware of own impact and puts oneself 'in others' shoes' to consider different perspectives.</li> <li>◦ Works as a supportive and co-operative team member, shares information and acknowledges others' efforts.</li> <li>◦ Steps in to help others when workload is high for them.</li> </ul>
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	<ul style="list-style-type: none"> <li>◦ Respects different viewpoints by listening to others.</li> <li>◦ Is willing to negotiate and compromise.</li> </ul>
<b>Accountable</b>	<ul style="list-style-type: none"> <li>◦ Takes responsibility for own actions.</li> <li>◦ Prioritises work in order of importance; focuses on tasks that are the most important.</li> <li>◦ Manages daily tasks and workload, using available resources (e.g. lists, Outlook, diary).</li> <li>◦ Gets started on tasks within area of responsibility or when provided with requests from others.</li> <li>◦ Monitors progress of required tasks, keeps others informed of progress and raises awareness if tasks are finished early or if there is a risk of tasks not being completed on time.</li> <li>◦ Persists with assigned tasks until they are completed to expectations and follows through on commitments.</li> <li>◦ Identifies options for ways to complete work despite challenges, takes these options to supervisor for confirmation of preferred option.</li> <li>◦ Takes responsibility for the quality of own work with awareness of the standards to which the work needs to adhere.</li> <li>◦ Takes responsibility for the appropriate treatment and safeguarding of work assets and property.</li> <li>◦ Follows safe work practices and takes reasonable care of own and others health and safety.</li> </ul>
<b>Courageous</b>	<ul style="list-style-type: none"> <li>◦ Supports, is open to and receptive of, new ideas and approaches to work proposed by others.</li> <li>◦ Puts forward own opinion and raises challenging issues.</li> <li>◦ Learns from previous attempts or experiences.</li> <li>◦ Participates in, and contributes to, ideas and brainstorming sessions; builds on others' perspectives.</li> <li>◦ Weighs new ideas against true non-negotiables, rather than 'the way it's always been'.</li> <li>◦ Tests ideas with colleagues and supervisors, confident to suggest ideas that might seem radical.</li> <li>◦ Maintains energy and focus on successfully delivering new approaches.</li> </ul>
<b>Flexible</b>	<ul style="list-style-type: none"> <li>◦ Shows openness and acceptance of change.</li> <li>◦ Remains calm and positive when faced with changes, last minute requests or unforeseen requirements.</li> <li>◦ Willingly attempts new tasks when required with the support of a supervisor or manager.</li> <li>◦ Refocuses attention to respond to changes and shifting priorities when required.</li> <li>◦ Seeks to understand ambiguous and uncertain situations; gathers information to get clarity.</li> <li>◦ Maintains momentum through challenges and setbacks; stays focused even when changes don't go to plan.</li> <li>◦ Has basic understanding of QSNTS's future vision and makes an effort to understand how current changes will contribute to this.</li> </ul>

<b>Resilient</b>	<ul style="list-style-type: none"><li>◦ When faced with a setback, is prepared to try again.</li><li>◦ Maintains energy and willingly invests extra effort when required.</li><li>◦ Bounces back after setbacks.</li><li>◦ Stays calm in challenging situations.</li><li>◦ Considers what could be done differently next time, if the first approach didn't achieve the outcome.</li><li>◦ Acknowledges that ideas may not come to fruition and is not discouraged by this.</li><li>◦ Persists with assigned tasks until they are complete (checking in with others along the way to ensure the work is on track).</li></ul>
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