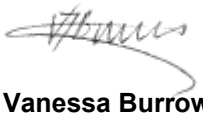
Job and Person Specification

Title of Role:	Paralegal	**Remuneration Level:**	ASO3
Business Unit:	Office for Public Integrity	**Type of Appointment:**	Term
Division:	Policy and Community	**Position Number:**	Various

Job and Person Specification Approval



Vanessa Burrows **27 August 2025**

The Office for Public Integrity

The *Independent Commission Against Corruption Act 2012* (ICAC Act) establishes the Office for Public Integrity (OPI) as an independent statutory authority.

The functions of the OPI under the ICAC Act are:

- to receive and assess complaints about public administration from members of the public;
- to receive and assess reports about corruption, misconduct and maladministration in public administration from inquiry agencies, public authorities and public officers; and
- to refer complaints and reports to inquiry agencies, public authorities and public officers or to determine to take no action.

The functions of the OPI under the *Police Complaints and Discipline Act 2016* (PCD Act) are:

- to oversee the assessment and investigation of complaints and reports relating to designated officers;
- to oversee the operation and enforcement of the PCD Act; and
- to refer certain complaints and reports to the Independent Commission Against Corruption (ICAC).

The OPI also receives appropriate disclosures under the *Public Interest Disclosure Act 2018*.

Our Values

- Collaboration
- Resilience
- Professionalism
- Accountability

Primary Purpose

The Paralegal is responsible for receiving, registering and responding to new enquiries and complaints and reports about public officers under the ICAC Act and designated officers under the PCD Act. The Paralegal also provides administrative support to the OPI. The Paralegal ensures the efficiency and effectiveness of OPI processes and provides excellent customer service, including by identifying

Government of South Australia
Attorney-General's Department

matters that require an early resolution and making recommendations about the resolution of matters to a Legal Officer. The Paralegal has a varied caseload including assessing simple complaints and reports against the ICAC Act, reviewing simple assessments of complaints and reports under the PCD Act and assisting with facilitating referrals to other agencies. The Paralegal will prepare written documents, assist with records and file management and research information to assist the legal officers.

Reporting Relationships

- The Paralegal reports to a LE3 Legal Officer.

Key Challenges

- Working within a confidential, challenging and sensitive environment
- Prioritising and managing the demands of a challenging workload of varying complexities and degrees of urgency
- Providing customer service to people who may be difficult or demanding
- Maintaining a flexible and team focused approach
- Some out of hours work may be required

AGD Conditions

- Participation in half yearly performance review and development process;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures including AGD People Expectations; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing a supportive, inclusive and respectful work environment in which our people feel respected, valued and safe to be themselves, and inspired to serve the community.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Part-time
- Job Sharing
- Compressed weeks
- Work from home or telework arrangements
- Remote working arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Paralegal is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Receive, register and maintain complaints, reports, reviews, enquiries, notifications and referrals received by the OPI under the ICAC Act, PCD Act and PID Act	• Process complaints received online, by email, in writing, over the telephone and in-person, in accordance with the OPI's established policies and procedures. • Provide timely and accurate information verbally and in writing to complainants and reporters about the functions of the OPI, including information about the assessment process, and offer alternatives where a matter does not fall within jurisdiction. • Exercise judgement to make recommendations to a Legal Officer regarding possible action in relation to enquiries, complaints, reports and reviews. • Accurately record and maintain data from a range of sources in the OPI's case management and document management systems. • Consider material provided and issues raised by complainants and reporters who contact the OPI following the assessment of their matter, and undertake legal research to prepare a written recommendation as to what action, if any, is required. • Facilitate the referral of complaints and reports to the Internal Investigation Section of SA Police under PCD Act.	• Effective, accurate and professional communication is delivered, both verbally and in written formats. • Services are provided in a highly professional manner. • All relevant information is provided to seniors for consideration and assessment. • Confidentiality and discretion is maintained. • Documents, records and correspondence is accurate and provided in a timely manner. • Information recorded and stored securely and effectively, for prompt access and recall. • Liaises with other members of staff to share knowledge or relevant issues and matters.
Provision of support to legal officers	• Assist with research, information gathering and the collation and production of documents. • Identify complaints and reports that require early resolution and make recommendations to a legal officer • Assess simple (Tier 3) complaints and reports made to the OPI, identifying key issues and obtaining relevant information to make a recommendation in line with the ICAC Act. • Action the decisions made in relation to complaints and reports, including communicating with all relevant parties. • Liaise with the complainant and relevant stakeholders as required to ascertain matters of fact or obtain further information.	• Effective, accurate and professional communication is delivered, both verbally and in written formats. • Services are provided in a highly professional manner. • Confidentiality and discretion is maintained. • Liaises with other members of staff to share knowledge or relevant issues and matters. • Uses time management strategies to meet KPIs.

	• Monitor and review assessments carried out by SA Police of complaints and reports about police. • Manage a caseload comprising of simple assessments, reviews and other associated tasks to meet statutory and organisational timeframes.	
Research and Analysis	• Undertake relevant legal research and provide advice on matters of law and fact.	• Research is undertaken under supervision and direction. • Relevant matters of legal fact are appropriately documented and identify key issues.
Records Management	• Register, manage and maintain complaints, reports and corporate records within OPI's corporate applications and in accordance with established policies and procedures.	• Documents, records and correspondence is accurate and provided in a timely manner. • Information recorded and stored securely and effectively, for prompt access and recall.
Develop Business Process Improvement	• Identifies opportunities to improve business processes to allow for an efficient working environment. • Develops, maintains and monitors appropriate work flows and task management systems to ensure that agreed standards and outputs are met.	• Identifies areas for system/process improvement • Process improvement is completed in a timely manner • Processes streamlined and documented • Service delivery trends are monitored and relevant options for service reviews are developed
Contribute to Culture	• Actively participate and contribute to responsible and safe work practices; • Embrace diversity and cultural differences in the workplace.	• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered; • Respectful behaviour observed when faced with diversity/differences in opinion.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	• Ability to analyse legal factual situations and research legal issues. • Highly developed verbal and written communication skills with proven experience in dealing with the public, specifically through interviewing, analysing and assessing information received. • Ability to exercise judgement to make a clear and concise written summary, to make a recommendation. • Ability to think clearly and logically, to develop logical, reasonable and practical solutions and to explain conclusions. • Ability to use tact, diplomacy and discretion when dealing with difficult and demanding people, sensitive issues and confidential matters. • Ability to display astuteness, maintain confidentiality and manage risk when making decisions in a sensitive and political environment. • Ability to build positive professional relationships, liaise and communicate effectively at all levels of management, employees and stakeholders. • Ability to organise workload, determine priorities, and use judgement and initiative to manage multiple tasks in order to meet demanding deadlines.

Technical Expertise (Desirable)	• Studying or completed a degree in Law
	• Demonstrated competency working with records and/or case management systems.
	• Understanding of the regulatory functions of OPI and the relevant legislation administered, including the:
	  ○ *Independent Commission Against Corruption Act 2012*
	  ○ *Police Complaints and Discipline Act 2016*
	  ○ *Public Interest Disclosure Act 2018*
	  ○ *Ombudsman Act 1972*
	• Sound knowledge of the functions and operations of State Government Departments, Statutory Authorities and local councils.

Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are also expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams.

Descriptors below detail the behavioural capabilities required for performance in the Assessment Officer. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	**Results Orientation**	**Service Delivery Excellence**	**Relationship Management**	**Professional Approach and Drive**
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	**Establish Relationships and Engages Others**	**Models Personal Drive and Professionalism**

Operational	**Supports Strategic Direction**	**Achieves and Monitors Own Results**	**Supports Service Delivery Excellence**	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Supports Strategic Direction	• Supports strategic direction and plans. • Identifies and manages risk as appropriate and escalates as necessary. • **Adapts quickly to changing and emerging priorities. Contributes to the drive for change and innovation.**
Achieves and Monitors Own Results	• **Takes responsibility for the delivery of quality and timely results.** • **Critically evaluates issues and ensures solutions are practical and achievable.** • Prioritises workload effectively and negotiates deadlines where appropriate. • Measures performance and acts on opportunities for continuous improvement.
Supports Service Delivery Excellence	• **Promotes and ensures a strong focus on internal and external customer service.** • Effectively manages and coordinates resources for optimal outcomes.
Establishes Relationships and Engages Others	• Effectively manages conflict and escalates when appropriate. • **Develops effective working relationships and internal networks.** • Shares information and knowledge as appropriate. • **Actively listens and communicates clearly.**
Models Personal Drive and Professionalism	• **Identifies and considers risk in decision making.** • Promotes adaptability in dealing with change.

Acknowledged by occupant

---------- ---------- / /
(Print name) (Signature)

Acknowledged by line manager

---------- ---------- / /
(Print name) (Signature & title)