

PARALEGAL

KIND OF WORK

Technical and administrative legal work.

NATURE AND PURPOSE

Provide executive, technical and administrative assistance including litigation management activities and support litigation coordination functions.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Prepares certain legal documents according to prescribed procedures.

Performs legal research under direction.

Begins procedures and drafts materials from which the lawyer will work.

Collects information from clients for use by the lawyer.

Performs other law-related administrative duties.

\*\*Gathers and analyzes research data, such as statutes, decisions, and legal articles, codes, and documents.

\*\*Investigates facts and law of cases to determine causes of action and to prepare cases.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Technical Competencies:

Knowledge of the use and interpretation of material sources, such as law digests, encyclopedias, and practice manuals.

Knowledge of administrative and court procedure.

Knowledge of relevant law.

Ability to draft simple affidavits, complaints, motions, deeds, and other legal documents.

Litigation:

General Knowledge of Civil Procedure

General Knowledge of Types of Claims

Data Practices-processing requests for information (depth)

Extensive knowledge of Department and facility organization (depth)

General knowledge of inter-agency relations/roles & outside parties (scope)

Claims:

- Extensive knowledge of legal basis for claims (depth)
- Ability to apply statutory & policy knowledge to specific claims (depth)
- Working knowledge of legislative process as it relates to claims (scope)
- Knowledge of Department/facility organization & inter-agency roles

Policy Review:

- Working knowledge of policy format (depth)
- Extensive knowledge of facility organization (depth)

\*State Policies, Procedures, Transactions and Documents-Recognizes when exceptions to policy, rules, and regulations should be made and to what extent deviations should be allowed. Knowledgeable and provides explanation about legal concepts and the meaning/significance of various types of legal documentation.

\*Computer-Demonstrates accurate and efficient keyboarding skills. Understands the basic functions of standard desktop software programs, and uses them appropriately for specific purposes or assignments. Develops understanding of advanced features of software. Use the computer as a research tool.

\*\*Law, Government and Jurisprudence-Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

\*\*Reading Comprehension-Understanding written sentences and paragraphs in work-related documents.

Work Management Competencies:

Litigation & Claims:

- Analysis of claims patterns
- Identification of operation problems
- Evaluation & proposal of operational changes

Policy Review:

- Analysis of and decisions about policy impact

Time Management and Organizational Skills:

- Tracking of litigation & claims
- Prioritization of work load
- Management of short-term tasks and long range projects

\*Concern For Productivity-Anticipates needs and plans for them. Creates tools to better manage and prioritize own work activities. Effective at multi-tasking. Adjusts tasks or goals quickly when unforeseen circumstances occur or priorities change. Demonstrates persistence and follow through on achieving results.

\*Concern for Order and Quality-Develops changes to processes and tools within scope of responsibility, to make them more efficient and user-friendly. Supports process changes that will be inclusive of other staff and considers customer needs.

\*Analysis, Problem-solving and Decision-making-Works collaboratively with others to solve problems. Recognizes recurring problems and offers new solutions. Focuses on relevant clues when searching for information or analyzing problems with ambiguous or incomplete information to make informed decisions. Anticipates potential problems and takes preventive action.

\*\*Reasoning/Decision Making-Decisions are made and problems solved in performing this job.

#### Interpersonal Competencies:

##### Human Relations Skills:

Claims process-explain process and outcomes

Line Staff, Supervisors, Administrators, Department, Outside Agencies (face to face, phone & written)

Confidentiality & Discretion

Ability to make clear and concise oral and written reports.

Ability to explain previously interpreted laws, rules, and regulations.

\*Communication for Results-Organizes written communication in a logical, understandable format. Summarizes information regarding findings and issues. Listens to understand and asks questions to get desired information. Constructively responds to difficult or upset people. Adapts communication style to situation or audience to increase effectiveness. Presents information to a group.

\*Customer Focus-Guides customers through processes by providing information and explanation. Directs them to other resources when necessary. Empathizes with customers and shows sensitivity to their situation or unique needs. Advocates for customer needs and concerns.

\*People, Work Group and Team Skills-Adapts to different personalities or work styles; respects differences. Sensitive to needs of others. Utilizes others as resource and offers self as resource to others. Seeks as well as provides constructive feedback to others. May help orient others on new job duties.

\*Personal Effectiveness-Accepts change. Takes the initiative, does more than expected. Learns from past experience and mistakes. Has a strong sense of purpose and commitment to the job. Enjoys and seeks out challenge. Identifies and anticipates own developmental needs in current job and proactively seeks developmental opportunities.

- \* From PROGRES Paraprofessional Job Track, Column, Basically Column 2
- \*\* From O\*NET Dictionary of Occupational Titles, 1998

Est.: 1/97  
Rev.: 3/00

T.C.:  
Former Title(s):