



Australian Government
Comcare

Job information pack

Legal Support Officer

APS Level 4

\$79,552 to \$87,004 per annum plus 15.4% superannuation

Canberra ACT, Melbourne VIC



Position details

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| Job reference | VN-0763233 |
| Classification | APS Level 4 |
| Employment status | Ongoing <i>A merit pool may be created and used to fill similar ongoing and non-ongoing vacancy</i> |
| Working hours | Full time or Part time |
| Group | Legal Group |
| Team | Legal Practice Management |
| Location | Canberra ACT, Melbourne VIC |
| Eligibility and conditions of employment | Citizenship: Under section 22(8) of the <i>Public Service Act 1999</i> , employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing. For further information on eligibility and conditions of employment, please visit our Careers page. |
| Applications close | Tuesday, 7 October 2025 at 11:59pm (Australian Eastern Daylight Savings Time) |
| Contact officer | Please contact Recruitment@comcare.gov.au |

About Comcare

At Comcare, our purpose is to *promote and enable safe and healthy work*. We have several important core roles as a regulator, scheme manager, insurer and claims manager. We also have essential enabling roles, focused on supporting education, engagement and better practice approaches to health and safety, injury recovery and return to work, and the capability and capacity of our own workforce.

We are *committed to building and fostering a capable, engaged and high performing workforce* that is trusted and passionate about achieving better work health and safety outcomes for Australians.

About the team

The Legal Practice Management team within the Legal Group provides practice management services and supports the Legal Group in the delivery of quality legal services with a focus on continuous improvement.

The team develops and implements governance frameworks, monitors risk, generates and coordinates input to reports and briefs to support Comcare in meeting its internal and external reporting obligations.

The team are responsible for engaging external Legal Service Providers (LSP), on behalf of Comcare and the team supports the Director – Legal Practice Management to allocate advice, Tribunal and Court matters and monitor LSP performance.

The opportunity

The Legal Support Officer works within the Legal Practice Management team to provide high-level administrative support services to the Legal Group, other Comcare Groups and external stakeholders.

The Legal Support Officer will be responsible for exercising judgement, discretion, and confidentiality in the management of sensitive information.

This occupant of this role will need to be flexible, resilient and adaptable to enable them to manage changing priorities in high volume work environments.

A collaborative and empathetic approach is required to support productive and constructive relationships internally and externally

In this role your key responsibilities will include, but are not limited to:

- Provide administrative support to the Legal Group, other Comcare Groups and external stakeholders.
- Assist with the preparing and compiling Tribunal and Court documents.
- Prepare correspondence and process Tribunal and Court notices, outcomes and related documentation.
- Undertake a range of administrative tasks, such as:
 - mailbox and diary management
 - filing and records management

- booking travel and accommodation
- processing legal invoices; and
- general office support.
- Support implementation of Legal frameworks and strategies.

Our ideal candidate

Our ideal candidate is someone who is enthusiastic, responsive and takes initiative. They also possess commonsense and demonstrate problem-solving skills. Our ideal candidate flourishes in a fast-paced administrative environment while supporting productive working relationships.

As our ideal candidate, you will have the following skills and capabilities:

- Demonstrated experience in administrative and/or coordination support roles.
- Ability to build strong working relationships and effectively engage with a range of stakeholders.
- Be highly motivated, organised, have excellent time management and problem-solving skills, and strong attention to detail.
- Be an effective communicator with a demonstrated ability to communicate clearly and succinctly.

Experience

Mandatory:

- Demonstrated experience in administrative and coordination support roles.

Desirable

- Experience in a Legal environment and an understanding of Tribunal and Court processes is desirable but not mandatory.

Work environment

Comcare is committed to providing a safe, supportive and respectful workplace that prioritises physical as well as psychological health, safety and wellbeing.

In performing the duties of this position, employees may be exposed to potentially distressing material. In instances of exposure, this material is generally in the format of written or photographic material.

Staff are provided with training, such as vicarious trauma training, and team support to help manage these requirements. Staff are also provided access to a counsellor and the Employee Assistance Program.

Please consider these requirements when submitting your application. If you have any questions on the nature of the work and requirements of the position, please reach out to the contact officer.

How to apply

If you are interested in this opportunity, please apply through Comcare's [Current Vacancies](#) website. In your application, you will be asked to do the following:

- **Attach a Statement of Claims:** In your Statement of Claims, tell us in approximately **750 words (not exceeding one page)** why you are applying for this role and how your skills, knowledge and experience address the requirements of the role. Make sure you highlight relevant examples that demonstrate your ability to perform the role and ensure you reference the **skills and capabilities outlined in the 'Our ideal candidate' section**.
- **Attach your resume:** Your resume does not need to include a cover letter as this information should be included in your Statement of Claims. Ensure your resume is **four pages maximum**.
- The contact details of one **referee**, who should be your current supervisor.

We welcome candidates from within or outside of the Australian Public Service to apply. When writing your application, we encourage you to consider the [APS Work Level Standards](#), which differentiates between the work expected (i.e. responsibilities and duties) at each classification level.

The Australian Public Service Commission also has guidance on applying for jobs in the Australian Public Service, including suggestions on how to write your pitch using the [STAR Model](#).

Benefits of working with us



We care about making an impact

Make a meaningful contribution to the health and safety of workers nationwide. We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work, including strategies to address psychosocial hazards.



We care about you

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background. All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.

We have generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.



We care about each other

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance, including work from home and office arrangements, and flex time for employees up to and including the APS6 level.



We care about growing your career

We invest in your career development through a range of learning options, including formal training courses, on-the-job training, support for continued professional development, financial support for work-related study, coaching and mentoring and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.



We care about recognising your contribution

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements. Our annual CEO Awards are one of the ways we formally recognise outstanding achievements.

For more information about what we offer, please read our [Comcare Enterprise Agreement 2024-2027](#).

Merit pool

This selection process may be used to establish a merit pool. The merit pool might be accessed to fill vacancies for similar roles in Comcare or across the broader Australia Public Service over the next 18 months.

RecruitAbility scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the [RecruitAbility scheme](#) means you will be progressed to the next stage of the selection process if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

Diversity and inclusion

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential. If you require any reasonable adjustments to support you, should you be invited to the next stage of the selection process, please indicate this in your application.