

## LEGAL SUPPORT STAFF

### LEARNING OUTCOMES

# OFFICE ADMINISTRATION & CLIENT CARE

Upon completion, the learner should be able to:

#### 1. Money

- Process money correctly (explain the difference between business and trust money) Administer petty cash

#### 2. Client Care

- Care for my client effectively
- Explain why client care is so important
- Maintain confidentiality
- Explain my own role in marketing

#### 3. Communication

- Process documentation
- Correspondence, pleading etc
- Fax and email information professionally
- Maintain telephone etiquette

#### 4. Legal Work

- How to effectively and efficiently write minutes
- Follow up on consultations
- Obtain information as required
- Report on progress
- Take statements
- Comply with Law Society of South Africa's rules

#### 5. Administration

- Open a file
- File documents correctly
- Organise a file
- Manage a diary
- Purchase and manage goods (as and when required) (stationary, refreshments etc)

#### 6. Human resources

- Supervise staff
- Organise work schedule
- Report to HR individuals' performance
- Practice management
- Keep copies of job descriptions at hand

#### 7. Security

- Maintain compliance with health and safety (1st aid)
- Ensure that insurance is sufficient
- Maintain compliance with FICA
- Oversee security

#### 8. Practice Management

- Ensure neatness in the whole office and work area
- Ensure that equipment is working properly and maintenance is done
- Apply (or create) office policies and procedures

#### 9. Personal Management

- Plan each day
- Comply with professional dress code
- Maintain a balance of work and personal life
- Learn how to be assertive
- Learn to manage conflict
- Learn to deal with change management
- Ensure suitability of work environment and equipment for health and productivity purpose