



JOB PROFILE

A. Post Information	
Post Title	Paralegal Intake Officer
Component	Programme Support Division
Location	Head Office - Braamfontein
Post Reports To	Legal Services Coordinator

Job Profile Verification	
Profile Verified By:	Sebongile Mutlwane
Date Verified:	8 September 2011

Job Profile Validation	
Profile Validated By:	Kayum Ahmed
Date Validated:	22 September 2011

Job Evaluation Outcome	
Confirmed Grade:	
Date Graded:	

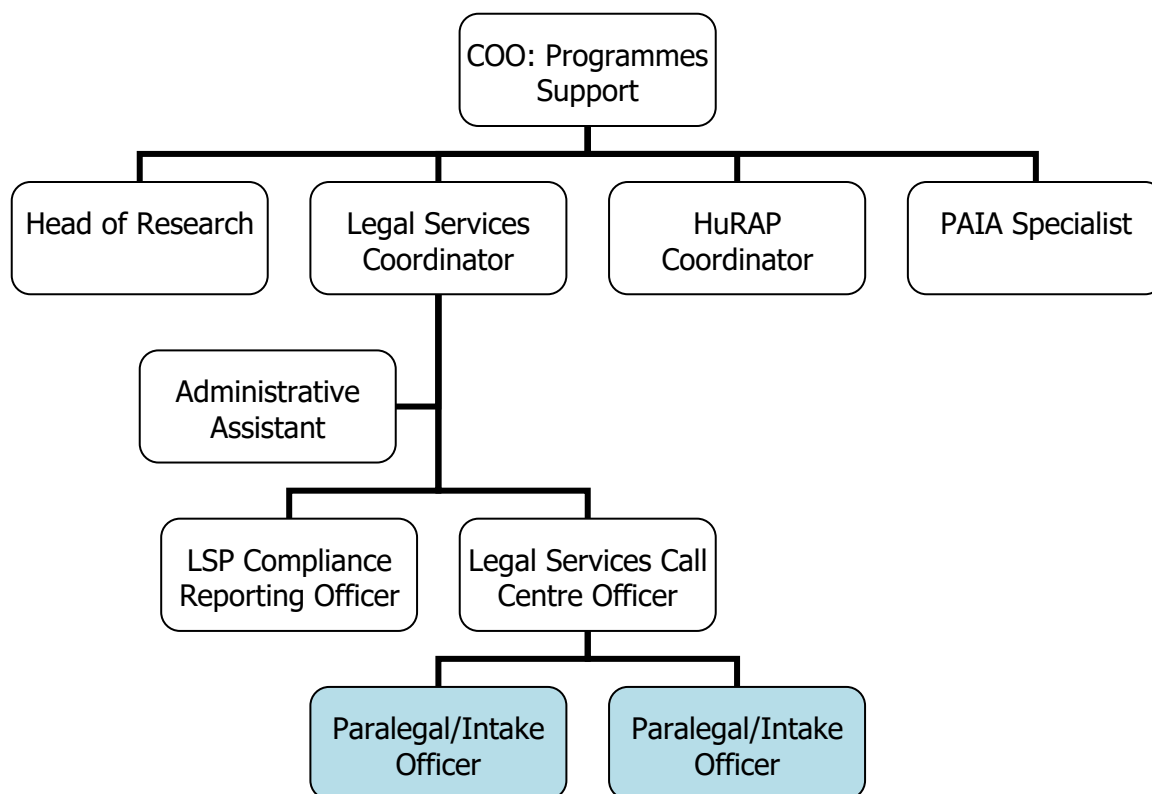
B. Job Purpose

Brief statement outlining the overall purpose/reason for existence of the post (one or two sentences).

The purpose of this role is to monitor and assist in the management of complaints received by the Commission, and to ensure the effective management and administration thereof

C. Position of the Post in the Organisation

Structure diagram



D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
1	Complaints Management	1.1	Receive written complaints and register them onto the system, screen them and send them to the relevant province concerned, or for national issues update the flow centric system
		1.2	Once the complaint has been referred, keep a record of the complaint and follow its status on the system
		1.3	Ensure that any appeal files that are removed from the office are returned and that copies are made and tracked
		1.4	Pass all service related matters onto the complaints officer
		1.5	Assist with telephonic complaints if possible, making use of legal background to assist complainants
		1.6	When required develop new templates for reporting matters for the department
		1.7	Assist with re-routing of files and tracking of files on Flow Centric when requested to do so.
		1.8	Assist in following up complaints transferred to Provinces.
2	Documentation and Reporting	2.1	Assist with administrative work within the department when required
		2.2	Compile weekly and monthly reports capturing the number of complaints, the province involved and the type of complaint. Develop and compile the statistics for the monthly report
		2.3	Ensure that all of the documentation regarding complaints is filed accurately and in an orderly manner

E. Advisory Responsibility	
<i>Is it required from the post holder to give formal advice and engage with external stakeholders? Please indicate the type of advice given and to whom.</i>	
To Whom	Type of Advice/ Information
Complainants	Complainants management
External Stakeholders	Knowledge and information transfer

F. Accountability	
<i>These fields are not compulsory and should only be completed if the fields are relevant to your post</i>	
Number of staff directly managed	• 0
Number of staff indirectly managed	• 0
Financial Accountability	• 0

G. Inherent requirements of the Post	
<i>The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.</i>	
Skills/ Knowledge/ Behaviour:	
Requirement	Type
Key competencies <i>(This field requires a list of all skills, behaviour and attitude requirements)</i>	<ul style="list-style-type: none"> • Statistical knowledge • Problem solving and analysis • People management and empowerment • Knowledge management • Communication • Service delivery innovation • Honesty and integrity • Client orientation and customer focus • Training ability

<p>Knowledge and education</p> <p><i>(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)</i></p>	<ul style="list-style-type: none"> • Paralegal diploma • Statistical understanding • Flow centre knowledge
<p>Experience</p> <p><i>(Please list all relevant experience required for the post)</i></p>	<ul style="list-style-type: none"> • 2 - 3 years relevant experience

H. Career pathing	
Next higher position:	Legal Services Coordinator
What is required to progress:	See Profile

I. Job profile agreement				
<p><i>The Manager or his/her nominee reserves the right to make changes and alterations to this job profile as he/she deem reasonable, after due consultation with the post holder.</i></p>				
We the undersigned agree that the content of the completed Job Profile gives an accurate outline and content of the Post.				
Title	Name	Employee Number	Signature	Date