
About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

Legal Services

Gippsland Community Legal Services (GCLS) is an independent non-profit service managed by Anglicare Victoria. GCLS is funded by the Federal and State Governments to deliver free legal services throughout the Gippsland region. The mission of GCLS is to improve access to justice for all members of the Gippsland Community by providing legal advice and advocacy, empowering individuals, and groups through community education, and to remove systemic injustice by advocating for law reform.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Legal Services
Program:	Legal Services
Reports To:	Legal Service Program Manager
Direct Reports:	Community Lawyers, Senior Community Lawyers, Supervising Lawyers, and other employees of the service as required
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Legal Service Board, External Funders, Federation of CLCs, Association of CLCs, other Government bodies, Strategic networks and partners, External Auditors.
Classification:	SCHADS Level 8

About You (Key Selection Criteria)

Qualifications

Required:

- Hold, or eligible to hold, a Principal Practising certificate in Victoria, with the eligibility to hold trust money with significant post admission experience.
- Ability to travel to various work sites as required

Desirable:

- N/A

Knowledge and skills

- Knowledge of all relevant professional practice requirements as they relate to the operations of the legal service and to the position of Principal Lawyer.
- Demonstrated ability to lead, supervise and support the legal aspects of a team of lawyers, volunteers, students, and administrative employees to create an inclusive and engaged team.
- Significant experience undertaking and delivering a range of legal work relevant to disadvantaged clients including family law, family violence (including duty lawyer advocacy), criminal law, VOCAT, civil law, debt, and social security.
- Excellent understanding of Government Policy in respect to Community Services, including legislative, policy frameworks and court systems.
- Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.
- Commitment to the promotion of social justice and human rights, in particular the rights of people to live free from violence and abuse.
- Demonstrated ability to work with and manage complex stakeholder relationships and develop key partnerships including collaborative practice principles.
- Proven client focus with strong written and verbal communication skills along with excellent time management.
- Capacity to use initiative, manage workloads and work vigorously to achieve individual and team goals.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The role's key contributions are outlined below:

Role specific

- Effectively develop and manage a team, including recruiting new employees, responding to employees' day-to-day management requirements including undertaking management actions, supervision, provide advice and coach employees and undertake administration e.g., leave and payroll enquiries, on boarding and induction to ensure that all employees have a good experience at AV.
- Maintain a small but complex caseload of client matters, including using your own caseload to facilitate learning opportunities for lawyers you directly supervise.
- Providing appropriate employee supervision including reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness. And provide case supervision and mentoring of lawyers and ensure that all legal professional and ethical obligations are met.
- Ensuring the delivery of program services meets or exceeds client requirements, and the desired outcomes are achieved and operates in accordance with quality standards and the appropriate legislative and contractual requirements. Ensuring the provision of an accessible, high-quality, and specialised duty lawyer service for applicants and victims in family violence matters at all Magistrates' Court's in Gippsland including: assistance, advice and representation in family violence intervention order matters; Information and advice about intervention orders and related legal issues including referrals; and undertaking risk assessment and referral to crisis and support services, as necessary.
- Ensure practices are in line with legislative responsibilities and contracted service requirements. Monitoring performance targets, case files, outcomes, quality standards in service agreements, legislative and policy requirements, and audit requirements etc. And implementing operational changes as required in consultation with the appropriate manager.
- Act in accordance with the professional and legal obligations of legal practice, including the Legal Profession Uniform Law Act and Australian Solicitor's Conduct Rules.
- Ensure the provision of a range of legal services associated with the role; including family violence intervention orders, case management of files, statistics, information, advice, referrals and representation at court.
- Monitor program and service delivery relating to legal advice and legal case work including compliance with the: Risk Management Guide, Community Legal Services Plan, Service Standards Policy and Procedures and the requirements of the Family Violence (intervention Order) Applicant Program and take any corrective actions required and work with the team on service improvements.
- Undertaking professional practice and program development activities to promote best practice, law reform, research, education and the ongoing quality improvement of the service.
- Maintain administrative aspects of the role in accordance with the GCLS quality plan, targets, and legislative requirements.
- Develop and co-delivering legal education programs to professionals and members of the community that encourage greater awareness of legal rights and responsibilities as well as access to the legal system.
- Negotiate and advocate on behalf of clients and the program to ensure best outcomes are achieved.
- Identify, mitigate, and report risk through identified channels and processes while demonstrating and understanding individual, program, and organisational risk, implementing an appropriate sense of urgency in risk reporting.

- Effectively managing and work with key stakeholder relationships internal and external stakeholders, including Department Justice and Community Safety, Legal Services Board, Federation of Community Legal Centres, other community bodies alongside the appropriate manager.

General

- Ensuring familiarity and compliance with all governance, policies and procedures.
- Adhering to all legislation, program requirements and relevant procedures relating to service provision.
- Undertaking mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintaining appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attending client meetings, team meetings, workshops and conferences, as required.
- Ensuring privacy and confidentiality is always upheld.
- Professionally representing AV and our services at forums, meetings and training with external agencies.
- Contributing to the development of continuous improvement and initiative strategies.
- Embracing and utilising new ways of working to enhance collaboration, effectiveness and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

Where required the position may need to provide flexibility to perform work outside of standard office hours in order to service the needs of the client or attend community events with approval from line management.

Our Commitment to Health, Safety & Wellbeing

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV Managers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- follow all workplace health and safety policies and procedures ensure they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards.
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

Our Commitment to Inclusion

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination,
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity,
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager,
- participate in and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity and inclusion and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse, interview panels. Seek out advice from individuals and clients with lived experience when developing new practices, policies, and procedures,
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all,
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As an employee you are required to ensure that all allegations of suspected child abuse and child safety concerns are taken seriously and dealt with in accordance with the law, legal professional obligations, policies, and procedures.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.