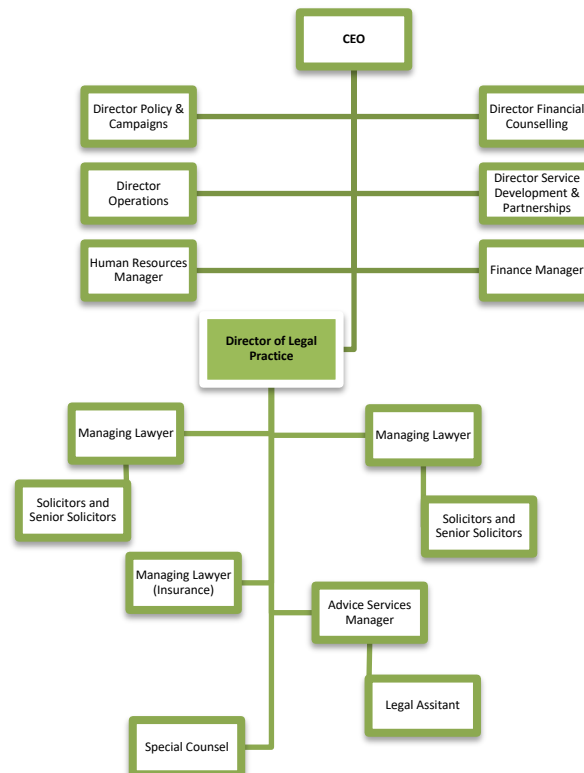


Position Description

| | |
|-----------------------------|--|
| Position | <i>Director of Legal Practice</i> |
| Reports to (position title) | <i>Chief Executive Officer</i> |
| Purpose: | <i>The Director of Legal Practice leads the legal practice to achieve Consumer Action Law Centre's objectives to provide accessible, high quality legal services to consumers and workers and to bring about broader change through the integration of casework, policy and campaign work.</i> |
| Direct reports: | <i>5</i> |
| Indirect reports | <i>9</i> |
| Scope | <i>Strategic litigation files opened per annum: 1130 approx Legal Assistance provided to consumers per annum: 3,500 approx Legal assistance provided to workers per annum: 1000 approx</i> |

Organisation chart:



- Roles not within Legal Practice are shown with dotted lines

Key Accountabilities/Responsibilities:

- Lead a large Legal Practice, including direct management of managing lawyers, Advice Services Manager and Special Counsel; promoting the maintenance of high professional and ethical standards within the Legal Practice.
- Oversight of strategic litigation in higher jurisdictions that achieves broader policy & campaign objectives and empowers clients through legal advocacy.
- Manage the Legal Practice trust account, authorise legal disbursements and other staff expenditure, act as responsible person under the NACLIC professional indemnity insurance (PII) scheme, dealing with complaints and PII notifications.
- Contribute to the management of risk across the centre, in particular through overseeing risk with respect to client interests and conflict checking files and working collaboratively with the CEO to manage organisational risk as it arises.
- Oversight of the telephone legal advice line and support the Advice Services Manager to operate an efficient legal service which empowers clients and delivers accurate legal advice in accordance with internal triage guidelines to maximise access to justice for the most vulnerable and disadvantaged people in Victoria;
- Maintain and develop operational policies and procedures relating to the Legal Practice, as well as case management system improvements.
- Develop and promote initiatives and policies designed to enable Consumer Action to be proactive in seeking certain types of cases in furtherance of campaign objectives and support the legal practice to share powerful client stories that inspire systemic change and shape a fairer legal system.
- Oversee other activities of the legal practice, including case intake meetings, responding to requests from regulators, follow-up data requests etc;
- Undertake stakeholder liaison and networking, including with regulators, industry and the community legal sector, in order to promote the presence and reputation of Consumer Action as the pre-eminent centre of expertise in consumer law, build an effective and sustainable community sector and shape a fairer legal system;
- Contribute to the strategic direction and general management of Consumer Action Law Centre as a member of the Management team;
- Lead the Legal Practice's effective integration with other areas of the organisation, including Service Development & Partnerships, Financial Counselling Practice, and Policy & Campaigns.

Qualifications/Experience/Specialist Skills:

- The Director of Legal Practice must be eligible for admission to practice in the State of Victoria as a principal solicitor authorised to receive trust money.
- Substantial experience in the conduct of litigation and dispute resolution is required, typically associated with 7-10 years PQE.
- Specialist knowledge of consumer law, consumer credit law, bankruptcy law, civil procedure in both Federal and Victorian jurisdictions and debt enforcement law and procedure.

Competencies

- Excellent time management skills and ability to manage competing priorities under pressure;
- Confident, self-aware and reflective leader with a highly developed sense of own impact;
- Outstanding written and oral communication skills;
- Demonstrated ability to effectively chair large and dynamic meetings;
- Excellent advocacy and negotiation skills;
- Excellent to outstanding ability to empower, engage with, communicate with and assist vulnerable and disadvantaged clients;
- Demonstrated understanding of centre goals and the role of the Legal Practice within an integrated practice model;
- Ability to lead high impact strategic litigation;
- Change agent: models adaptability, in particular concerning technological change;
- Excellent stakeholder management skills.