



Generalist Lead

Division:	Family and Community Services – Brimbank Melton Community Legal Service
Award and Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 / Community Legal Centres Multi Business Agreement CDW Level 7-8

Position Objective:

BMCLC is experiencing significant growth and has recently restructured to support strategic organisational development and the effective delivery of legal support to vulnerable people in the Melton and Brimbank areas. This role is a newly established position as part of a team restructure.

Under the direction of the Principal Lawyer the primary role of the Generalist Lead supervises and provides day to day management of a team of solicitors in the delivery of legal advice, assistance and casework, high-level stakeholder relationships and partnerships, and ensuring the work integrates with the organisation's strategic goals. This role leads one of two teams of solicitors within the practice to deliver high quality legal assistance.

Part A: Organisation

Organisation, Vision, Purpose and Values

Our Organisation:

Comm Unity Plus Services Ltd (operating as commUnity+) is a community-based company limited by guarantee, funded by Local, State and Commonwealth Government departments and philanthropic trusts.

Comm Unity Plus Services Ltd delivers a range of early intervention and prevention programs focused on informing and engaging our community through high quality Adult Education, Family Support and Legal Programs, which complement community engagement and development programs, with special emphasis on disadvantaged people and vulnerable communities.

Our Vision:

Safe and vibrant communities where people are engaged, respected and in charge of their future.

Our Purpose:

Understand the needs of individuals and communities we serve and provide effective and efficient services to increase economic, social and cultural participation.

Our Values:

Responsive: We will listen to our diverse communities, measure impacts and make informed decisions about the services we provide.

Empowering:



Accountable:	<p>We will respect the strength of our communities and collaborate to deliver holistic services.</p> <p>We will be responsible and self-reflective. We will acknowledge and celebrate achievements.</p>
Our Services:	
<ul style="list-style-type: none"> • Adult Education across a range of Programs • Legal Services (including Brimbank Melton Community Legal Centre) • Family Services (including Children's Contact Service and other family support) • Neighbourhood House • Other community engagement and development projects and activities 	

Part B: Operational Context

Legal Services (Brimbank Melton Community Legal Centre)
<p>commUnity+ operates the Brimbank Melton Community Legal Centre (BMCLC), funded by State and Commonwealth governments and supported through philanthropic project funding, to provide free legal services for people who live, work or study in the Brimbank, Melton and Bacchus Marsh communities.</p> <p>BMCLC has offices in Melton and St Albans, operating a range of generalist and specialist legal clinics, providing outreach services through key community organisations, undertaking casework, delivering legal representation, and actively contributing to social justice and law reform.</p> <p>For more information please visit the commUnity+ website: www.comm-unityplus.org.au.</p>

Part C: Position Specifications

Relationships	
Division:	Family and Community Services
Program/Team:	Legal Service
Location:	Detailed in Employment Contract and subject to change at any time. This is because commUnity+ is a multi-location organisation
Reports to:	Principal Lawyer
Indirectly Reports to	General Manager, Family and Community Services
Internal:	<p>Broader CLC team</p> <p>Comm Unity Plus Family and Community Services division; Adult Education Division</p>
External:	VLA, working groups, funders, clients, CLC sector, legal volunteers, partner agencies, local governments, advocates,



Dimensions		
Staff / Volunteers Managed or Supervised	Direct	4-5 (community lawyers, admin staff, graduate lawyers)
	Indirect	legal volunteers/student placements

Key Accountabilities
<p>A. Team Management, coaching and mentoring</p> <p>B. Change management and support</p> <p>C. systems and process improvement, compliance and file management</p> <p>D. Manage projects and key stakeholders</p> <p>E. Advocacy reform and strategic development</p> <p>F. Community legal education</p> <p>G. Risk Management</p> <p>H. Reporting, funding applications and acquittals</p>

Key Tasks
<p>A. Team Management, coaching and mentoring</p> <ul style="list-style-type: none"> - The Lead will manage direct reports by providing support and supervision to ensure high quality and accurate advice - Oversee proper management of client case files. including monthly file reviews and casework supervision. - Manage client case allocations, delegate day to day tasks, undertake rostering and support staff in an increasingly outreach-based and remote team unit and oversee their own cases - Take an active role in the professional development of their direct reports, establishing individual work plans and mentoring staff, maintaining ongoing and regular supervision and professional development support - Lead and promote a culture of child safety and relevant cultural competency for all people including Aboriginal and Torres Strait Islanders and CALD communities through the recruitment, supervision and professional development of staff. <p>B. Change management and support</p> <ul style="list-style-type: none"> - Support the PL and GMFCS in the management of structural change, growth and staff development <p>C. systems and process improvement, compliance and file management</p> <ul style="list-style-type: none"> - Manage and oversee cases and participate in an internal review process for complex and intersecting legal and non-legal issues - Identify opportunities for service and systems improvements in the practice and help to lead change and to support staff to undertake their legal work effectively. - Together with the Principal Lawyer and Family Law Lead set up an evidence-based framework to guide the future of service delivery and design. This includes but is not

limited to drafting various qualitative data tools such as client, stakeholder, CLE and PD participant surveys as well as conducting focus groups and workshops.

- set up a monitoring and evaluation framework to measure project impact and client outcomes

D. Manage projects and key stakeholders

- Manage specific projects, working groups and partnerships and identify potential areas of growth and collaborative partnership development through stakeholder liaison and relationship management
- Manage flagship projects and working together with the Principal Law and Family Law Lead
- Identify, establish and foster partnerships with community organisations working with highly vulnerable cohorts to enhance cross referrals, support integrated and holistic service provision, and jointly produce high quality and innovative tools and resources for partner organisations. Additionally, build the capability of front-line workers in the community sector through provision of external training.
- Raise the profile of CU+ generally and BMCLC specifically through high-level stakeholder engagement. This may include but is not limited to participation in various leadership groups and sub-committees of various collaborative activities.
- Establish and maintain links within the broader CLC sector, and support the enhancement of BMCLC's profile within the CLC Sector
- Together with the Principal Lawyer and Family Law lead cultivate and manage cross program relationships within CU+ program managers to forge closer ties to leverage synergies through an integrated service delivery outcome.

E. Advocacy reform and strategic development

- Using evidence-based practice models and reflective action research processes, the Generalist lead will formulate an Advocacy and Law reform strategic plan in alignment with BMCLC strategic plan and that of CU+. Together with the Principal lawyer and Family Law Lead, the Generalist lead will co-ordinate and supervise the implementation of the plan
- Develop an advocacy platform and submissions schedule, contribute to and oversee legal education publications, and work across the CU+ divisions to develop a suite of relevant online and accessible community educational materials
- Together with the Principal Lawyer and Family Law lead identify and develop new strategic project and pro bono partnerships to address legal need and enhance client outcomes

F. Community legal education

- Develop and monitor CLE plans and schedules; conduct engaging CLE with external and internal service providers and review as required

G. Risk Management

- The Generalist Lead will assist the Principal lawyer to manage practice risks including development of policies and protocols to minimise operational risk. Further, the Generalist Lead will work with the Principal lawyer and Family Law Lead to manage risk issues as they arise including but not limited to client complaints and data breaches.

H. Reporting, funding applications and acquittals

- Together with the Principal Lawyer and Family Law Lead, plan and draft mid-year and end-of-year reports to acquit both CLSP and discrete project funding.



- Together with the Principal Lawyer and Family Law Lead, identify potential funding opportunities and undertake preliminary research into the desirability and feasibility of submitting a funding application
- Complete Board Reports and contribute to acquittal reporting as required by the Principal Lawyer and General Manager of Family and community Services
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- Carry out any lawful, safe and reasonable instruction that is consistent with the contract of employment and the person specification requirements for this Position.

Part D: Person Specification

Key Selection Criteria	
Essential:	<ol style="list-style-type: none"> 1. A minimum of 5 years' experience in advice and casework in the areas of family, criminal and civil law and prior legal practice experience in a community legal or legal aid context with substantial experience in litigation and dispute resolution 2. Demonstrated capacity to provide strong and effective management, leadership, mentoring and supervision to a small team and support a cohesive team environment. 3. Ability to work independently with minimal supervision, in a high-pressure environment, managing competing demands, tight deadlines and respond to a dynamic work environment 4. Highly developed interpersonal and communication skills and a passion for stakeholder engagement 5. Strong computer literacy with Microsoft software e.g. Word, Outlook, Publisher, Power-Point, Microsoft Team, Access & Excel to create own correspondence and documents, and experience using online meeting platforms such as Zoom 6. High level of professionalism, commitment and interest in working with individuals from diverse and disadvantaged communities on social justice issues with a good understanding of the role of the community legal centres in the legal and community sectors 7. Demonstrated advanced negotiation skills
Qualifications	
Essential:	<ul style="list-style-type: none"> • Possess, or is eligible to possess, a current practicing certificate including High Court registration • Bachelor of Laws, Juris Doctor
Desirable:	<ul style="list-style-type: none"> • Experience working with communities in the Brimbank Melton region • Proficiency in a community language



Other Requirements	
Essential	<ul style="list-style-type: none"> • Current Working With Children Check, and ongoing validity. • Current Criminal Records Check, and ongoing validity. • Current valid Victorian Drivers Licence and access to own reliable and comprehensively insured car • Able and willing to travel to other locations to work

Part E: Declaration

Declaration	
<p>My position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience. I hereby accept the accountabilities and authority as outlined.</p>	
Employee	Name Signature Date: / /
Manager	Name Signature Date: / /