

## COMMUNITY LAWYER - HEAL

### How to apply

To prepare your application, please provide the following:

- a cover letter
- resume; and
- responses to the key selection criteria contained in the position description.

*Applications that do not clearly address the selection criteria will be disregarded.*

**Applications close midnight on Sunday 28 February 2021**

### Where to apply

Completed applications may be forwarded to the **Chief Executive Officer, Michael Smith;** [employment@eclc.org.au](mailto:employment@eclc.org.au).

### ECLC Recruitment Process

The recruitment process is expected to comprise two stages for short-listed applicants:

- Interview with the selection panel; and
- Professional reference checks.

Applicants may be subject to the following pre-employment checks:

- A current Working with Children Check
- A current Police Record Check
- A current practicing certificate
- Proof of the right to work in Australia

The selection panel may conduct additional interviews or assessments at its discretion.

*Eastern Community Legal Centre welcomes applications from current volunteers of our organisation. It is the position of Eastern Community Legal Centre however that a person cannot be engaged as both a paid employee and a volunteer of the Centre. Please note that if successful in the recruitment process, any current volunteer would be unable to continue in their volunteering role for the duration of their engagement.*

Eastern Community Legal Centre knows that our organisation is stronger with a diversity of backgrounds and experience. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.

### Contact Us

If you have any questions regarding the role, please contact Marika Manioudakis, Manager – Family Violence Initiatives on [marikam@eclc.org.au](mailto:marikam@eclc.org.au). For further information: [www.eclc.org.au/employment](http://www.eclc.org.au/employment)

<b>Position Title</b>	<b>Community Lawyer - HEAL</b>
Directorate, Team	Legal Services, Family Violence Initiatives, HEAL program
Location	Box Hill with initial working from home arrangement due to COVID-19
Position reports to	Co-ordinator – HEAL
Direct reports	Nil
Classification	5
Enterprise Agreement	Eastern Community Legal Centre Enterprise Agreement 2013-2016
Employment type	Fixed term, 12 month contract; Part Time (0.8 FTE), 30 hours per week or Full Time (1.0 FTE) 38 hours per week

## About Eastern Community Legal Centre

OUR VISION: Human Rights | Fairness | Justice

OUR MISSION: Eastern Community Legal Centre (ECLC) is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne's East.

Making the most of its abilities and the resources available, ECLC provides:

- information, advice and assistance across a range of legal and related issues
- advocacy to resolve problems at the earliest opportunity
- referrals to community agency partners
- integrated legal services, including through Health Justice Partnerships
- community development and education programs with a focus on rights, responsibilities and options
- primary prevention activities, using broad partnership approaches
- strategic advocacy to change unfair laws and improve systems and practices

OUR VALUES:

<p><b>Respect</b> Appreciating diversity and treating all people with dignity</p>	<p><b>Compassion</b> Understanding the underlying causes of disadvantage &amp; offering support without judgment</p>	<p><b>Advocacy</b> Providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice</p>
<p><b>Safety</b> Assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing</p>	<p><b>Justice &amp; human rights</b> Showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities</p>	<p><b>Strong governance &amp; assurance</b> Practicing proactive and transparent leadership and striving for continuous improvement</p>
<p><b>Resourcefulness &amp; practicality</b> Finding solutions through working collaboratively and generously sharing expertise</p>	<p><b>Innovation &amp; entrepreneurship</b> Encouraging new ideas, taking calculated risks to increase impact, and leading by example</p>	<p><b>Quality &amp; evaluation</b> Building evidence-based practice through a robust monitoring and evaluation culture</p>

## **Position Summary**

The HEAL program builds upon ECLC's successful Enhanced Entry Project (EEP) demonstrating an effective approach through intake, assessment, intervention and support to reduce barriers to accessing legal services and support services.

The HEAL program aims to further develop ECLC's capability and expertise in providing legal and other support services to clients with complex needs through an integrated practice model of service in which a Community Lawyer works together with a Client Advocate to provide advocacy, support, legal advice and legal/case support interventions as part of the HEAL Program.

Further aims of the HEAL Program are to document the establishment and development of the the HEAL Program as an integrated practice model, drawing on the experience and expertise of similar models operating within ECLC and the community legal and support service sector more broadly. Project learnings will be shared with the intention of building capacity and understandings of 'best practice' within the community legal sector in delivering services to clients with complex needs through an integrated practice approach.

### **Project Vision**

To enhance access to justice and legal support for people experiencing increased vulnerability and disadvantage, through integrated practice approaches.

### **Partnership Approach**

ECLC is the project lead with key partner organisations across the Eastern Metropolitan Region.

### **Background**

ECLC has received funding from the Legal Services Board over a 2 year period (2020 – 2022).

### **Project Objectives**

- Demonstrate a successful integrated practice model for clients experiencing disadvantage, presenting with complex needs through the establishment of an integrated practice team, with strong links to key partner organisations and effective delivery of accessible outreach services
- Produce a report documenting existing integrated practice models in Victoria
- Increase the capacity of Victorian CLC's and the community they work with to respond to clients experiencing disadvantage and seeking legal support.

### **HEAL Service Team**

As the service delivery component of HEAL, the HEAL team will integrate a Community Lawyer and a Client Advocate within key partner agency locations, to provide a service that responds to clients presenting with complex needs and experiencing systemic barriers to accessing services, specifically:

- People who are homeless or experiencing housing and tenancy issues
- People engaging with mental Health or Alcohol and other drugs (AOD) services

The HEAL Program aims to overcome barriers that can make accessing legal services more difficult for clients by working with key service providers in the homelessness and AOD sector to ensure the provision of legal services that are flexible, holistic and responsive to the diverse needs of clients with complex needs.

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## **Key Accountabilities**

### **Legal Advice and Casework Service**

Provide legal advice and casework assistance to clients with complex needs at key partner agency sites, as part of an integrated practice approach. This includes:

1. Working as part of the HEAL program to develop strong integrated practice approaches (pursuant to ECLC's integrated Practice Framework) to deliver effective legal and community service professional interventions, support and response to clients with complex needs
2. Working closely and collaboratively with the HEAL Client Advocate to deliver integrated, case management services
3. Maintaining a caseload and representing clients at court or tribunal hearings where appropriate
4. Providing legal information and advice services to community workers who seek information from partner or other organisations
5. Ensuring compliance with professional indemnity insurance scheme
6. Ensure an understanding of, and abide by, all professional obligations relating to legal professional privilege and maintaining client confidentiality within a multidisciplinary team
7. Follow directions of management and established processes for integrated case management and communication within the team.
8. Maintain relevant and appropriate records and file management as directed
9. Contribute to HEAL program evaluation processes and provide regular written reports as requested by HEAL Co-ordinator
10. Where required, support the generalist service by providing legal advice at the Intervention Order Support Service
11. Utilise ICT-based devices, applications, software and services to support productivity, effective communication and collaboration, and a digitally capable organisation

### **Community Development**

Provide educative programs to raise awareness of legal issues and the legal system, in particular for areas of law that affect people experiencing disadvantage or with complex needs.

This may include:

12. Engaging in partnership development activities with agencies and other local parties in order to build awareness of the service
13. Providing community legal education presentations and seminars

### **Organisational Participation**

14. Undertake training/professional development in consultation with the HEAL Co-ordinator and Manager- Family Violence Initiatives
15. Participate in regular supervision with the HEAL Co-ordinator and Manager- Family Violence Initiatives as directed as part of the HEAL program
16. At all times comply with ECLC policies and procedures, as varied from time to time
17. Participate in organisational activities such as staff meetings, planning meetings and team development initiatives
18. Understand and demonstrate ECLC values
19. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience as may be required from time to time

### **Decision Making**

20. Decision-making authority over day to day workflow
21. Strategic or program decision making made in consultation with the HEAL Coordinator and Manager – Family Violence Initiatives

## Key Capabilities

The Key Capabilities apply to all ECLC employees and describe the capabilities that are needed to meet our strategic goals.

Capability	Description
<b>Communicating with Others</b>	<ul style="list-style-type: none"> <li>▪ Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations</li> <li>▪ Negotiates confidently from an informed and credible position</li> <li>▪ Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions</li> </ul>
<b>Working with Others</b>	<ul style="list-style-type: none"> <li>▪ Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably</li> <li>▪ Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships</li> <li>▪ Recognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issues</li> <li>▪ Focusses on group results &amp; celebrates teams' successes</li> </ul>
<b>Taking Action</b>	<ul style="list-style-type: none"> <li>▪ Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions</li> <li>▪ Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective</li> <li>▪ Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately</li> <li>▪ Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others</li> <li>▪ Contributes to and participates in process improvement and new approaches/ideas</li> </ul>
<b>Coping with Pace, Challenges and Change</b>	<ul style="list-style-type: none"> <li>▪ Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding change</li> <li>▪ Shows resilience and optimism, and remains calm despite barriers or difficult circumstances</li> <li>▪ Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development</li> <li>▪ Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standards</li> <li>▪ Supports an organisational culture that reflects ECLC values and vision</li> <li>▪ Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners</li> <li>▪ Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness</li> </ul>

## Key Relationships

Contact / Organisation	Purpose of Relationship
<b>Internal</b>	
Manager - Family Violence Initiatives	Interaction in relation to the development and completion of key activities To ensure alignment with organisational strategic objectives
Co-ordinator - HEAL	Direct line manager Regular interaction in relation to the development and completion of key activities Regular feedback to support ongoing performance and development To ensure alignment with directorate with organisational strategic objectives
Client Advocate - HEAL	To work closely and collaboratively with the Client Advocate- HEAL on co-case management and other client and program work
ECLC Lawyers	To work collaboratively on inter-program referrals, secondary consultations and occasional joint work
Team	Participate in meetings to share information, provide input on issues and in planning/processes
<b>External</b>	
Service Providers	To establish and maintain strong relationships and ensure quality service delivery

## Key Selection Criteria

### Qualifications and Specialist expertise

1. Eligible to hold an unrestricted Employee Practising Certificate in Victoria
2. Demonstrated post-admission experience in a broad range of matters including civil law, criminal law and generalist legal advice

### Knowledge & Skills

3. Demonstrated commitment to meeting the legal needs of people experiencing disadvantage or with complex needs
4. Demonstrated experience working within a multi-disciplinary environment
5. Ability to maintain a balance between delivering legal services and working within a legal program model with specific objectives
6. Demonstrated high-level written and oral communication skills, including the ability to use plain English to explain legal concepts
7. Commitment to social justice and equality
8. Demonstrated computer literacy and experience in undertaking own administrative duties (e.g. word processing, file management)
9. Experience working within the community sector
10. Experience working within the Mental Health Tribunal
11. Experience working in an integrated practice, Health Justice setting or partnership

### Personal qualities

12. A keen willingness and ability to work within integrated practice or multi-disciplinary collaborative practice
13. Compassionate and empathetic
14. A desire to actively contribute to ideas and the design process
15. Ability to work flexibly across a range of work requirements

## Additional Information

<b>Child Safety</b>	ECLC is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children at all times. As a 'child safe organisation', employment with ECLC is subject to: <ul style="list-style-type: none"> <li>▪ A current Working with Children Check</li> <li>▪ A current practising certificate in Victoria</li> </ul>
<b>Cultural competency</b>	ECLC strives to maintain a culturally competent and inclusive workplace. All staff and expected to undertake cultural competence training.
<b>Equal Opportunity</b>	ECLC is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.
<b>Flexible Working</b>	ECLC promotes flexible working in order to balance personal and work needs, including working from home and flexible work hours. ECLC also operates a flexi-time system.
<b>HEALth, safety and wellbeing</b>	ECLC is committed to ensuring the physical and psychological HEALth and safety of all employees, volunteers and other people involved in our organisation activities. Our people are expected to comply with our HEALth and Safety policy and procedures. It is the employee's responsibility to: <ul style="list-style-type: none"> <li>▪ Comply with instructions and take reasonable care to ensure their own HEALth and safety, and that of others</li> <li>▪ Participate in the development of a HEALthy and safe workplace</li> <li>▪ Immediately report to their supervisor any perceived HEALth and safety risk, and report any injury or illness immediately where practical, including completion of incident/injury forms</li> <li>▪ Not place others at risk by any act or omission</li> <li>▪ Use equipment safely and in a responsible manner</li> </ul>
<b>Self-referral</b>	It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.
<b>Work environment</b>	Due to the current pandemic, this position includes an initial working from home arrangement. The physical environment requires employees to work mainly inside the office and work for extensive periods on a computer. Some travel may be necessary between office sites and to attend outreach locations and/or meetings. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed. Occasional evening commitments.

## Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that ECLC reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Name:		Signature:		Date:	
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