

Lawyer – Advice

Public Interest Law & Court Programs

Lawyer - Advice, Public Interest Law & Court Programs

An exciting opportunity has arisen to join one of Australia's most successful public interest and social justice organisations. In the face of rising levels of unmet legal need, Justice Connect designs and delivers high impact interventions to increase access to legal support and progress social justice.

We are committed to taking an impact-focused approach, applying research and design principles to develop our products and services to ensure they make a tangible difference for our clients and sector peers.

We deliver services that assist both people and community organisations. Those we assist often struggle to navigate the law, are unable to use the law in their daily lives and experience the impacts of harsh and unjust laws. We aim to prevent and to solve legal problems so that we can prevent the negative impacts on people's lives and organisations and empower the community to use the law as a force for good.

Given the scale of the challenges we address, we use digital innovation to extend our reach and impact, supporting us to be more efficient and accessible, while helping us capture and use data to better understand legal need and underlying systemic issues.

We harness the extraordinary pro bono contributions of over 50 member firms and the barristers we work with across the country. We channel pro bono effort through our innovative service models to ensure that pro bono hours deliver real impact for the community.

We develop strategic interventions to help address the system-level drivers of legal problems and barriers people face when engaging with the legal system. By addressing root causes of flawed or unfair laws and poorly designed systems, we prevent the long-term challenges that people and organisations continue to face.

Our creative and passionate staff drive us forward with a commitment to evaluation and iteration that ensures our impact increases year on year.

The Lawyer - Advice role is a member of Justice Connect's Public Interest Law and Court Programs team, which were brought together to form a new team from January 2021. The team's new strategy, aligned to Justice Connect's strategy, aims to scale services reach more people, to strengthen our capacity to respond to emerging legal issues, and to carry out strategic work to address the drivers of unmet legal need and system-level issues.

You are a lateral-thinker, who is looking for a role in an organisation that values creativity, a desire to get stuff done, and working collaboratively to achieve the highest impact we can from our work. You will have experience in managing people, and in building and managing high-level stakeholder relationships.

We know our team and our organisation is stronger with a diversity of backgrounds and experience, including lived experience of the issues we work on. 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.



Applications close 9am on 22 June 2021.

Position description

Position title	Lawyer - Advice
Position reports to	Manager & Principal – Service Delivery
Position Works in Close Collaboration with	Senior Lawyer & Principal – Service Delivery
Employment status	Fixed-term until 30 June 2022
Hours	37.5 hours per week (1.0 FTE)
Salary	\$88,876.47 per annum, plus 9.5% superannuation, annual leave loading and generous salary packaging options (<i>lawyer level 2</i>)
Location	Level 17, 461 Bourke Street, Melbourne VIC 3000 * remote during COVID-19 pandemic
Closing date	9:00 am, Tuesday 22 June 2021
For further information	Contact Raquel Dos Santos, Manager – Service Delivery & Principal Lawyer on (03) 8636 4452

Role purpose

The Public Interest Law and Court Programs team works to increase access to legal support and progress social justice. It achieves this through three key focuses: providing legal support at scale through digital strategies, rapid responses to community need including disaster response work, and focused work on priority areas of financial and employment law problems.

The team uses a range of approaches including specialist advice, pro bono referrals and online resources. We leverage innovative technology and our network of over 10,000 pro bono lawyers that assist in delivering our legal services. We help across a wide range of areas of law and at all stages of legal issues. We have particular expertise in dealing with issues that have escalated to court proceedings with a long history of running court-based services across a range of jurisdictions.

By identifying and responding quickly to emerging legal trends and using a multi-intensity, multi-channel approach, we strategically tackle legal need in the community. In all our work, we centre client experience and our aspiration to maximise the impact of our interventions.

The Lawyer – Advice role is focused on delivery of our strategy to provide one-to-one assistance through our multi-channel and multi-intensity approach to service delivery. It also works with the Manager – Innovation, Senior Lawyer – Innovation and Lawyer – Products and Online on identifying trends in service delivery data to ensure our service delivery informs the development of new approaches.

Key responsibilities

- Support the operational requirements of the team, including:
 - Supervision and support to Paralegals to undertake intake and triage assessment of help seeker requests for assistance
 - Where necessary, considering requests for assistance and making decisions about the nature of assistance to be provided (where escalated)
 - Identifying and where necessary, researching the legal issues involved in help seeker enquiries, settling briefs or referral materials to go to pro bono lawyers, and providing direct legal advice to clients.
 - Supporting pro bono lawyers in their provision of advice to clients of the team.

- Assisting the Managers and Senior Lawyers to develop and conduct training for volunteer lawyers
- Assisting the Managers and Senior Lawyers to develop and maintain legal resources and self-help tools for help-seekers.
- Taking a lead with Managers and Senior Lawyers in development and delivery of consumer outreach strategy for the team (in partnership with Lawyer – Products and Online), working closely with the Data Insights and Responsiveness Planning Lead and Innovation & Engagement Team.
- Providing mentoring and support to the Lawyer – Level 1 roles including providing support with casework queries.
- Working with the Manager – Innovation, Senior Lawyer – Innovation and Lawyer – Products and Online to identify and understand trends in service delivery, and to develop and test new approaches to meeting identified emerging legal need including development of digital and other innovation resources.
- Work collaboratively with the Head, Managers and Senior Lawyers to maintain strong relationships with key external stakeholders, including our pro bono partners.
- Support the leadership team of the program to implement the team and organisational strategy. This may involve work to improve how the team identifies and responds help seekers with multiple issues, the way in which the team collaborates to respond to need, and how it identifies efficiencies and opportunities for impact.
- Participate in relevant networks, roundtables, communities of practice etc to represent Justice Connect and the team.
- Manage Paralegals.
- Escalate risk and legal practice management issues to the Principal Lawyer or Manager.
- Contributing to Justice Connect's Reconciliation Action Plan activities.

This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of Justice Connect.

Selection criteria

Qualifications	<ul style="list-style-type: none"> • Hold an unrestricted practising certificate with a minimum of one year's unsupervised practice.
Technical expertise	<ul style="list-style-type: none"> • Post admission experience in civil litigation and relevant areas of civil law, including credit and debt.
Experience	<ul style="list-style-type: none"> • Demonstrated experience providing legal advice to people experiencing disadvantage • Demonstrated experience identifying and participating in development of responses to unmet legal need • Demonstrated experience developing project plans and reporting against objectives • Demonstrated experience with database and electronic client file management experience • Demonstrated experience advising clients with proceedings in the Supreme Court of Victoria, County Court of Victoria, and the Victorian Civil and Administrative Tribunal (valued) • Experience in one or more areas relevant to the Justice Connect and team strategies including human-centred design/service design experience, developing digital responses and/or strategic engagement (valued)

Knowledge, skills & attributes	<ul style="list-style-type: none"> • Excellent communication skills and the ability to successfully build and maintain key relationships, including with sector collaborators, funders and internal stakeholders • Well-developed interpersonal and client management skills, including in working with individuals who have complex needs and challenging presentations • Commitment to Justice Connect's vision, strategy and values, including a commitment to social justice • Commitment to Public Interest Law and Court Programs vision, strategy and initiatives • Curiosity, flexibility and open mind, and comfort working in ambiguity and an environment of change • Impact and outcome focused, making evidence-based decisions • Comfort working in agile practice with openness to pivoting as organisational priorities change • Excellent time management skills, ability to stay focussed and calm under pressure, ability to meet deadlines • Highly motivated, well organised and excellent attention to detail
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Employee benefits

Justice Connect offers employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, above award annual leave provisions and opportunities for professional development. Justice Connect is an organisation that strives to show leadership, operate sustainably and demonstrate our effectiveness. You will be rewarded with a workplace culture that is professional, committed, collaborative and creative and where you can make a real difference through your work.

Important information

For further information about Justice Connect and its work please visit www.justiceconnect.org.au

The application process is as follows:

- Applications should be addressed to **Raquel Dos Santos, Manager – Service Delivery & Principal Lawyer, Public Interest Law & Court Programs** and should comprise a cover letter, your resume, and a succinct statement outlining your suitability for the role with reference to the selection criteria
- Applications should be emailed to hr@justiceconnect.org.au as a **single word or PDF file** including “**Lawyer - Advice, Public Interest Law and Court Programs via Ethical Jobs**” in the email subject line.
- Applications close at 9:00 am, Tuesday 22 June 2021.

