

# Lawyer – Products and Online

*Access Program*

## Lawyer – Products and Online, Access Program

**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 Access Program 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 – Products and Online** role is a member of Justice Connect's Access Program. In this role you will be focussed on delivery of our strategy to provide one-to-one and one-to-many assistance, particularly through self-help tools, and digital interventions. You will be providing service delivery to vulnerable and disadvantaged members of the community, including help seekers experiencing financial stress. Following an evaluation of this service, you will assist with the delivery of service model improvements and stakeholder engagement to further improve access to timely legal assistance and support the implementation of evaluation recommendations. You will monitor for emerging trends in the types of legal problems and challenges encountered by vulnerable Victorians to support strategic work focused on addressing system-level issues and improving access to justice.

**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 9:00am on Friday 1 October 2021.

## Position description

Position title	Lawyer - Products and Online
Position reports to	Senior Lawyer – Innovation
Position Works in Close Collaboration with	Project Data and Engagement Leads, Innovation Manager, Manager & Principal – Service Delivery
Employment status	Ongoing
Hours	37.5 hours per week (1.0 FTE)
Salary	\$91,098.38per annum, plus 10% superannuation, annual leave loading and generous salary packaging options (lawyer level 2).
Location	Level 17, 461 Bourke Street, Melbourne VIC 3000 *remote during COVID-19 pandemic
Closing date	9:00 am, Friday 1 October 2021
For further information	Contact Emma Ryan, Senior lawyer – Innovation, Access Program on (02) 8316 0519

## Role purpose

The **Lawyer – Products and Online** role is focussed on delivery of our strategy to provide one-to-one and one-to-many assistance, particularly through self-help tools, and digital interventions. The role:

- supports legal service delivery to help seekers experiencing financial stress
- supports improvement and utilisation of our digital products to deliver services such as Justice Connect Answers
- leads the design and delivery of online self-help resources in the Access Program
- contributes to developing and trialling new services to vulnerable and disadvantaged members of the community including through the domestic building legal service

The Lawyer – Products and Online works with the Senior Lawyer – Innovation and Innovation Manager on development of new approaches to dealing with emerging issues. It will also participate in the service delivery work of the team as required and liaises closely with the positions focused on service delivery, including Manager & Principal – Service Delivery, to ensure this work informs the development of new approaches.



## Key responsibilities

- Together with the Innovation Manager and Senior Lawyer – Innovation, working on multiple new responses to emerging legal needs and innovation projects.
- Engaging with service delivery staff together with service research and data to identify new opportunities for service improvement or new projects.
- Participation in the service delivery activities of the team as required, including providing, checking and supervising (through a Nominated Person delegation) the delivery of unbundled legal services delivered by Access Program, including on Justice Connect Answers.
- Delivery of identified new approaches and projects being trialled.
- Design and develop of online resources and tools in line with strategy to increase the number of people that the team assists and deliver a multi-channel and multi-intensity approach.
- Stakeholder engagement in relation to innovation projects.
- Participating in evaluating innovation projects.
- Collaborating with the Innovation and Engagement team.
- 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.
- Manage Paralegals.
- Escalate risk and legal practice management issues to a 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

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Hold an unrestricted practising certificate with a minimum of one year's unsupervised practice.</li> </ul>
<b>Technical expertise</b>	<ul style="list-style-type: none"> <li>• Advanced skills in Microsoft Office suite (essential)</li> <li>• Product and service design expertise (desirable)</li> <li>• Post admission experience in all or some of the relevant areas of civil law, including credit and debt, judicial reviews and appeals, domestic building disputes, and general contractual and commercial disputes (desirable)</li> <li>• Skills in working with data, analytics and reporting, including Google Analytics (desirable)</li> <li>• Skills in website management and experience with Wordpress (valued)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in consumer service delivery</li> <li>• Experience in human-centred design (desirable)</li> <li>• Experience in project delivery including using methodologies such as agile (desirable)</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience in reporting against monitoring and evaluation frameworks and applying insights and findings to deliver program iteration.</li> <li>• Project management experience</li> <li>• Experience working with technology products (desirable)</li> </ul>
<b>Knowledge, skills &amp; attributes</b>	<ul style="list-style-type: none"> <li>• Well-developed interpersonal and client management skills, including in working with individuals who have complex needs and challenging presentations</li> <li>• Sound technical skills, and interest and appetite to learn new systems and processes</li> <li>• Analytical, systems thinker and problem-solver</li> <li>• Data-driven and demonstrated ability to synthesise insights</li> <li>• Commitment to Justice Connect's vision, strategy and values, including a commitment to social justice</li> <li>• Curiosity, flexibility and open mind, and comfort working in ambiguity and an environment of change</li> <li>• Impact and outcome focused, making evidence-based decisions</li> <li>• Highly motivated, a positive attitude and demonstrated ability to work both independently and thrive in a team and collaborative work environment</li> <li>• Excellent time management skills, ability to stay focussed and calm under pressure, ability to meet deadlines</li> <li>• Highly motivated, well organised and excellent attention to detail</li> </ul>

## 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](http://www.justiceconnect.org.au)

### The application process is as follows:

- Applications should be addressed to **Emma Ryan, Senior Lawyer – Innovation, Access Program** 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](mailto:hr@justiceconnect.org.au) as a **single word or PDF file** including “**Lawyer – Products & Online, Access Program via Ethical Jobs**” in the email subject line.
- Applications close at 9:00am, Friday 1 October 2021.

