

Position Description

Position details

Position Title:	Legal Case Manager
Purpose	You will work within a cohesive high-performing Health Justice Partnership team, using your excellent legal and administrative skills at First Step Legal (FSL) to support a dedicated, professional team of lawyers, staff and students providing quality and compassionate service delivery to vulnerable and marginalised individuals.
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award) Level 3.4
Reports to:	Principal Lawyer (see Org Chart)
Location:	St Kilda + outreach locations (WFH arrangement as per any COVID19 requirements or by agreement)
Employment Status:	1-year fixed term contract
Hours:	0.6-0.8 FTE (22.5-30 hrs per/week)
Probationary period:	6-month probationary period applies

The Organisation

First Step Legal (FSL) started over 10 years ago as a Health Justice Partnership (HJP) within First Step, a not-for-profit mental health and addiction clinic in St Kilda. FSL is a unique Community Legal Centre providing pro bono legal advice, casework and representation to among the most marginalised in the community. In recent years FSL's services have expanded significantly to incorporate health justice partnerships with four organisations: the First Step mental health and addiction clinic; Windana's residential drug treatment program; Alfred Health's community mental health outpatient clinic; and Star Health's Family Violence Program.

FSL is NAS-accredited and a member of the Federation of Community Legal Centres. FSL only receives referrals from our HJP partners.

FSL prioritises its casework focus on clients who are genuinely engaged or wanting to be engaged in treatment, recovery and therapeutic interventions that will support their ongoing wellbeing.

FSL practices predominantly in relation to criminal law and family violence (both victims and perpetrators), as well as conducting casework in family law, infringements and victims of crime. Many of our clients have a number of different legal matters. Limited assistance – including discrete advice or a supported referral may be provided in some areas of law, e.g. tenancy, debt. Secondary consultations with clinicians at our four HJPs may include referrals for clients with other legal matters.

FSL currently comprises a small close-knit team of the Director (Tania Wolff is currently LIV President), a Principal Lawyer (Crime/FV), a Practice Manager, Criminal-Generalist Lawyer, Family/FV Lawyer, a Legal Case manager, a Legal Administrator, an embedded Social Worker and several volunteer paralegals and lawyers.

The Vision

FSL's vision is to increase *Access to Justice* for clients struggling with mental health and addiction issues to enable them to access supports to rebuild and improve their lives and by achieving legal and court outcomes supportive of their continued recovery and rehabilitation in the community. FSL also works to champion HJPs and therapeutic, compassionate legal practice via law reform and advocacy opportunities.

FSL aims to embody a methodology of practice which values:

- Delivering excellence in the provision of our legal services to clients within a framework of compassionate legal practice
- Ensuring clients are well-informed about the process and conduct of their legal matters
- Assisting clients who are genuinely engaged or wanting to be engaged in treatment, recovery and therapeutic interventions that will support their ongoing wellbeing
- Giving clients agency in decisions regarding their treatment that best support them and their needs
- Working hard to achieve legal resolutions that will support ongoing recovery and rehabilitation.

Funding Sources

FSL receives funding from a variety of sources including philanthropic, corporate, government and quasi-government sources. This includes Commonwealth Community Legal Services Program (CSLP) funding, new 2-year NLAP Funding (Responding to Perpetrators of Family Violence), Victorian DOJ funding, Victorian Legal Services Board (VLSB) (Melbourne University HJP outcome evaluation) funding.

The Role in Context

The **Legal Case Manager** is a pivotal role to support the smooth running of FSL, working closely with all FSL Lawyers to directly support FSL's **Case Work** clients as outlined in the Key Responsibilities. Given the unusual practice of FSL as a health justice partnership and the important place on therapeutic engagement, the role encompasses significant client support and liaison, regular client conferences with the client and with clinical and support staff to monitor progress. The role reports to the **Principal Lawyer** (with a 'dotted line' report to the **Practice Manager**).

The role sits in tandem with the **Legal Administrator**, who focuses on initial triage systems as the key FSL point of contact for incoming referrals, e-referrals and greeting clients. The role works collaboratively with the whole FSL team and our HJP partnerships with the goal to assist clients with a broad range of legal issues to rebuild and restore their lives.

Key Responsibilities

Key Responsibility Areas
<p><u>Legal Case Work</u></p> <p>Provide high quality legal case management for FSL's Casework Clients as required, including by -</p> <ul style="list-style-type: none"> • Developing and maintaining regular contact with case work clients, supporting clients with appointments and participating in case conferencing; • Conducting efficient and effective legal file management and liaison to courts and tribunals • Supporting the conduct of appointments with casework clients, including creation of new Matters and/or updating client data entries in <i>ActionStep</i>. • Supporting the integrity of <i>ActionStep</i> data systems including – file and document management, logging of tasks and allocation of tasks to volunteers • Identifying and helping to link current clients with necessary support and assistance to maintain their commitment to their recovery and rehabilitation, including those identified in follow-up if appropriate. • Assisting with preparation for finalisation of legal matters – including collating reports • Documenting and recording client progress, performing exit interviews, surveys and follow up • Facilitating smooth warm referral processes with external legal support • Assisting FSL to prepare and complete annual audit check with CLCs Australia and support accreditation • Supporting funding acquittals, including identifying and helping to write up client stories • Supporting the Legal Administrator with allocation of duties under FSL's paralegal volunteer program and provision of back up • Assisting with legal aid billing and maintenance of office account • Supporting recruitment, training and meeting activities of FSL and secretariat support for Steering Committee and other meetings with our HJP partners as required
<p><u>Project Work</u></p> <p>Work collaboratively with the FSL Team to support key projects, including by -</p> <ul style="list-style-type: none"> • Providing support for FSL's continued transition to <i>Action Step</i> document management software • Contributing to the development and review of <i>FSL Policy and Procedure Manual</i> • Undertaking a range of projects or other duties as required
<p><u>Organisational Obligations</u></p> <p>Meet organisational obligations, as agreed with the Manager, including by –</p> <ul style="list-style-type: none"> • Undertaking training which meet FSL's organisational and professional development requirements • Participating in FSL activities including staff, team and agency meetings, supervision and debriefing
<p><u>Health & Safety</u></p> <ul style="list-style-type: none"> • Actively contribute to health and safety at FSL by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace including additional requirements to maintain a COVID-safe workplace.

Key Selection Criteria

Qualifications, Knowledge and Skills, Personal Attributes:

1. Relevant experience in providing high quality legal support for clients, ideally within a community based legal environment.

- ## Approval and Acknowledgement

FIRST STEP LEGAL

Organisational Chart August 2022

FIRSTSTEP

Partnership - Victim Support

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graph TD
    Consultants[Consultants (as required)]
    Director[Tania Wolff  
Director Legal Services  
0.15]
    SupportDir[Supports Director and PPC Mgr to provide Governance support, Strategic Planning and Project Management (PSL, HRP Partnership expansion and evaluation), Action Step Development, Grants and Acquisitions, SW Support]
    PSM[PSL Practice Manager  
0.2]
    PSM2[Provides high level support to Director, Principal Lawyer and PSL Team. Manages Accreditation, Policy/Proc Rule, Acqui/Rel, PSL Staff Meetings/HRP Case Rpts. Manages Legal Admin/Social Worker. Leads Volunteers and HR/Recruitment]
    LPM[Laina Brennan  
Legal Practice Manager  
0.8]
    MGL[Michelle Goldberg  
Principal Lawyer/PPC Holder  
Crime, FV, General  
1.0]
    SW[Social Worker  
0.6]
    LA[Legal Administrator  
Casual  
1.6]
    LCM[Legal Case Manager  
0.6]
    FL[Family Lawyer  
PSL, Star & Windana  
Family, FV  
1.0]
    CL[Crimal/Gen Lawyer  
PSL, Alfred, Windana  
Crime, FV, Civil  
1.0]
    CGL[Crimal/PTV/Generalist Lawyer(s)  
1.0-2.0]
    VCA[Vacant  
Sri Case Admin  
0.6]
    VL[Volunteer Lawyer  
Windana, Crime, FV  
0.10]
    VLA[Volunteer Legal Assistants (8-15)]

    Consultants -.-> Director
    Consultants -.-> SupportDir
    Director -.-> PSM
    Director -.-> LPM
    Director -.-> MGL
    PSM -.-> SW
    PSM -.-> LA
    PSM -.-> LCM
    PSM -.-> FL
    PSM -.-> CL
    PSM -.-> CGL
    PSM -.-> VCA
    PSM -.-> VL
    PSM -.-> VLA
    LPM -.-> SW
    LPM -.-> LA
    LPM -.-> LCM
    LPM -.-> FL
    LPM -.-> CL
    LPM -.-> CGL
    LPM -.-> VCA
    LPM -.-> VL
    LPM -.-> VLA
    MGL -.-> SW
    MGL -.-> LA
    MGL -.-> LCM
    MGL -.-> FL
    MGL -.-> CL
    MGL -.-> CGL
    MGL -.-> VCA
    MGL -.-> VL
    MGL -.-> VLA
    SW -.-> VLA
    LA -.-> VLA
    LCM -.-> VLA
    FL -.-> VLA
    CL -.-> VLA
    CGL -.-> VLA
    VCA -.-> VLA
    VL -.-> VLA
  
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Consultants (as required)

- Supports Director and PPC Mgr to provide Governance support, Strategic Planning and Project Management (PSL, HRP Partnership expansion and evaluation), Action Step Development, Grants and Acquisitions, SW Support

**Tania Wolff
Director Legal Services
0.15**

- PSL Director Legal Services (2021-22) (President with reduced role)
- Sets Strategic Direction, Attends Board Meetings
- Manages External Stakeholder Relationships
- Manages Consultants, supports Practice Manager and Principal Lawyer
- Manages Budget, Funding Sources and Reporting/Acquital
- Seeks opportunities for HRP advocacy, law reform

**Doreen Rees
Consultant
0.2**

**PSL Practice Manager
0.2**

- Provides high level support to Director, Principal Lawyer and PSL Team
- Manages Accreditation, Policy/Proc Rule, Acqui/Rel, PSL Staff Meetings/HRP Case Rpts
- Manages Legal Admin/Social Worker
- Leads Volunteers and HR/Recruitment

**Laina Brennan
Legal Practice Manager
0.8**

**Michelle Goldberg
Principal Lawyer/PPC Holder
Crime, FV, General
1.0**

- Principal Lawyer
- Acts as Principal Lawyer/PPC Holder and manages legal practice
- Co-ordinates HRP Legal Service Delivery and Case Management
- Manages Lawyers, Case Managers
- Delivers training, supports Recruitment
- Conducts Criminal/FV Law casework (incl. USSR HRP)

**Social Worker
0.6**

**Legal Administrator
Casual
1.6**

**Legal Case Manager
0.6**

**Family Lawyer
PSL, Star & Windana
Family, FV
1.0**

**Crimal/Gen Lawyer
PSL, Alfred, Windana
Crime, FV, Civil
1.0**

**Crimal/PTV/Generalist Lawyer(s)
1.0-2.0**

**Vacant
Sri Case Admin
0.6**

**Volunteer Lawyer
Windana, Crime, FV
0.10**

Volunteer Legal Assistants (8-15)

- Social Worker**
 - Develops Client Support Role
 - Supports Legal Service Case Co-ordination and Follow-up
 - Conducts Short-Mid term Counselling and Brief Intervention
- Legal Administration**
 - New client appointments, reception, triage/referrals
 - Provides Admin and Office Systems Support, incl. client tasks to volunteers
 - Conducts Action Step data entry and extraction
- Legal Case Manager**
 - Practice relevant support for lawyers: client casework, court and tribunal follow-up
 - Allocates client tasks to volunteers
- Family Lawyer**
 - Conducts legal casework under HRP model both at PS and outreach locations (incl. STAR Health FV HRP)
- Criminal/Generalist Lawyer**
 - Conducts legal casework under HRP model both at PS and outreach locations (incl. STAR Health Outpatients HRP)
- Criminal/PTV/Generalist Lawyer(s)**
 - Conducts legal casework under HRP model
- Sri Case Admin (HRP)**
 - Supports legal casework under HRP model

Lawyers, Legal Case Managers, Legal Administrator, Social Worker and Volunteers work collaboratively to deliver high quality legal and provide wraparound services at PS and outreach locations under HRP model supported by Legal Practice Manager and Principal Lawyer, under the strategic guidance of the Director Legal Services.

Health Justice Partnership: Legal Services