



Legal Service Coordinator

Care Consumer Law

Care is a charity which has been supporting the Canberra community since 1983. Through its legal, financial counselling and financial capabilities programs, Care provides access to free and confidential support, assistance and advocacy to people living on low to moderate incomes or who are experiencing financial difficulty.

Care Consumer Law is an accredited community legal centre providing legal services in the areas of consumer credit and debt including financial abuse, insurance, consumer protection, fair trading, and bankruptcy. Our clients are primarily people on low incomes or experiencing vulnerability.

The Legal Service Coordinator is responsible for supporting the Principal Solicitor with all operational aspects of the service. The role requires an extraordinary organiser who leads the enabling functions underpinning our dynamic work environment. The ideal candidate will bring strong attention to detail, excellent communication skills, a high level of flexibility and adaptability. Clear commitment to client-centred work in social justice service environment is essential.

Title:	Legal Service Coordinator
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 (Level 5)
Location:	19-23 Moore Street, Turner
Employment Status:	0.6 FTE to Fulltime
Reports to:	Principal Solicitor

Care is an EEO employer. Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically, and religiously diverse backgrounds are encouraged to apply.

About Care

Care is a charity which has been supporting the Canberra community since 1983. Through its legal, financial counselling and financial capabilities programs, Care provides access to free and confidential support, assistance and advocacy to people living on low to moderate incomes or who are experiencing financial difficulty. We believe in financial fairness for all.

Our Priorities

- Provide information, advice, advocacy, and ongoing support for people in the community who experience financial hardship or exploitative practices.
- Work to educate the community about rights, responsibilities, and choices with financial matters.
- Advocate systemic changes at a local and national level.
- Be an adaptive and innovative community sector partner.
- Constant service improvement to respond to the diverse needs of our client, community and stakeholders.

Our Values

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

Integrity: Our practices are professional, ethical, and human-centred.

Inclusion: We seek to provide culturally appropriate and accessible services to all people in our community.

Diversity: We value and foster a diverse workforce and design services to reach a diverse target group.

Respect: We are respectful and work with compassion and empathy to support the people we work for and with.

Cares' employees must have an understanding of, and commitment to, the vision of the organisation and the values underpinning this.

We believe in financial fairness for all

About Care Consumer Law

Care Consumer Law is a community legal centre providing legal services to people on low incomes or experiencing disadvantage or vulnerability in Canberra and its region. It is accredited by Community Legal Centres Australia (CLCA) and run as a program of Care.

The Centre specialises in the following areas of law: consumer credit and debt including financial abuse, insurance, consumer protection, fair trading, and bankruptcy. It offers outreach assistance through its Mobile Debt Clinic to people facing barriers to access as well as providing a duty lawyer service at the ACT Civil and Administrative Tribunal (ACAT).

Since 2020, Care Consumer Law has been operating the Defined Benefits Information Service (DBIS) for the ACT Motor Accident Injuries (MAI) Commission providing information and legal advice to people injured in motor accidents in the ACT about benefits available under the *Motor Accident Injuries Act 2019*.

The Role

The Legal Service Coordinator will be an extraordinary organiser who leads the enabling functions underpinning our dynamic work environment. The ideal candidate will bring strong attention to detail, excellent communication skills and a high level of flexibility and adaptability in a social justice service environment.

Working in collaboration with Care's Director of Operations and the Principal Solicitor, you will lead our professional legal administrative support team, coordinate office management and deliver legal secretariat services.

Our multi-disciplinary team delivers legal advice and representation for people experiencing debt, credit and other consumer law problems, often arising from financial hardship and vulnerabilities. You will demonstrate experience in a trauma-informed environment as well as working with clients who are experiencing vulnerabilities.

You will work from a client-centred approach and where appropriate, in close connection with Care's financial counsellors and capability specialists to achieve a seamless client journey through our service.

As with all roles in the for-purpose sector, this position is funded within Care's current operational and funding arrangements.

Reporting & Accountability

The Legal Service Coordinator is supervised by and reports directly to the Principal Solicitor. You will work collaboratively alongside Care's Operations Team.

You will assist to manage risk and ensure compliance with Care's policy frameworks and the accreditation standards of Community Legal Centres Australia.

Deliverables

Support our CCL team to deliver high quality, trauma-informed services for our community by:

- Providing a range of high-level program administration services for our team of solicitors.
- Delivering a range of legal secretariat duties.
- Supervising and mentoring a team to provide outstanding legal support services for our solicitors.
- Ensuring data integrity and assisting with drafting funding reports.
- Working collaboratively with members of Care's Operations Team to ensure optimal enabling services for the CCL team.
- Exercising highest levels of integrity and discretion to protect the interests of our clients and the positive team culture of Care.

Qualifications

- Qualifications in business administration or experience in the legal or social and community services sector in a senior administrative role.

Essential Criteria

- Exceptional skills in building and maintaining effective relationships in the workplace.
- Proven ability to manage and supervise administrative staff (experience supervising paralegal staff is looked upon favourably).
- Proven ability to alert supervisors and initiate action to attend to critical business issues.
- Experience in understanding funding agreements and reporting accountability.
- An understanding and affinity with of Care's values and objectives.
- Hold a current WWVP and clear National Police Check (no more than twelve months old).

Desirable

- Experience working in a legal setting.
- Demonstrated ability to maintain a legal and program diary and staff rosters..
- Ability to maintain accurate and complete client file records and experience with ActionStep or similar database software.

Position Description

Provide a range of high-level program administration services for our team of solicitors including:

- Be the primary point of contact for all CCL administrative needs.
- Supporting the Principal Solicitor, Operations Team and the CEO to ensure compliance with the accreditation standards of Community Legal Centres Australia.
- Supervising and mentoring a team to provide outstanding legal support services for our solicitors.
- Coordinating the compilation of reports for funding bodies in collaboration with relevant staff.
- Working collaboratively with members of the Operations Team to maintain the highest WHS standards and ensure enabling services are delivered to the CCL team, including ITC, training and office supplies.
- Maintain relationships with external stakeholders including referral networks in the justice and community sectors.
- Support delivery of high quality, trauma-informed services for our community.
- Liaise with multiple internal and external stakeholders.
- Ad hoc assistance for social media posts and Care's website.

Deliver a range of legal secretariat duties:

- Assist in the preparation of court documents.
- Screen and classify incoming correspondence and directing inquiries to appropriate areas.
- Maintain an effective system for prioritising, monitoring, tracking, and actioning incoming and outgoing requests for legal assistance and other program services.
- Maintain the precedents and resources library.
- Maintain the legal diary and staff rosters including for outreach services and events.
- Provide secretariat support for team meetings.
- Preparing draft correspondence, and resources as necessary.
- Exercising highest levels of integrity and discretion to protect the interests of our clients and the positive team culture of Care.

Summary Terms and Conditions

- Part time: 3 days per week to full-time with flexibility for attendance at events as required for functions of the position.
- Core office hours 9am – 5pm.
- Base salary commencement level SCHADS Award Level 5.
- 4 weeks' annual leave with 17.5% leave loading, paid annually.
- Christmas shutdown period in addition to annual leave.
- Opportunity to purchase additional leave.
- Above Award personal leave entitlement of 18 days per year.

- Superannuation paid at Superannuation Guaranteed Rate of 11% to Employee's choice of fund with opportunity for Employee co-contribution.
- Salary sacrificing available.
- Terms and conditions are those set out in the Job Offer Letter, Care Employment Contract, Care policies & procedures, SCHCADS Award and the National Employment Standards as set out in the Fair Work Act (2009).

All Care staff are required to comply with Care policies & procedures.

Applications

Applicants should direct enquiries and their written application enclosing resume (4 pages max) and a cover letter outlining their skill set with reference to the Essential Criteria (max 3 pages) by e-mail to: Admin@carefcs.org for the attention of the Principal Solicitor.