

Director of Casework

Position Description

General

The Director of Casework will conduct the duties outlined below within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (Financial Rights).

Reporting Relationship/s

The Director of Casework reports to the Head of Service Delivery.

Direct Reports

The Director of Casework is responsible for the direct line management of 6- 8 Senior Solicitors. The Director of Casework is responsible for the leadership and oversight of the Senior Solicitors and their teams which includes junior solicitors . The total team size varies between 20 and 30 people.

Key Relationship/s

The Director of Casework works in co-operation with the Director of Advice and Director of Mob Strong to ensure the cohesive functioning of the legal & financial counselling practice.

The Director of Casework is not responsible for services provided by the Mob Strong team, this responsibility rests with the Director of Mob Strong

Duties

The Director of Casework is responsible for legal casework practice and all its non-advice functions.

The Director of Casework should ensure that Financial Rights is well positioned, through litigation and casework, to advance its aims and objectives in order to promote access to justice for low income and vulnerable consumers and to foster new thinking that advances consumer interests.

Leadership

1. Promote and foster a culture consistent with Financial Right's organisational values.
2. Lead, train, coach and mentor your team, including but not limited to: imparting knowledge, discussing and reviewing work and advising on suitable training opportunities to ensure continued professional development.
3. Participate in the recruitment and induction of staff as required.
4. Conduct regular performance reviews with direct reports and other staff as required.

Casework Practice

1. Ensure the strategic use of litigation in order to effect legislative change and improvements in industry practice for the benefit of consumers.
2. Ensure that the legal casework practice meets professional and ethical standards.
3. Design, develop and implement the quality control program and accessibility for the casework practice to ensure high quality casework services are provided. Ensure that quality assurance systems and procedures are maintained/updated in accordance with relevant changes to legislation, strategic priorities, consistent themes emerging from client feedback and operational requirements.
4. Handle casework related complaints
5. Ensure that the casework practice workload is fairly distributed between staff.
6. Responsible for delivering Financial Right's trust account obligations

Policy, Advocacy & Community Education

1. Monitor trends within the financial services industry, legislative and other relevant changes and, recommend and/or develop appropriate responses in consultation with policy staff and the Head of Service Delivery
2. Approve and provide input Financial Right's publications, submissions, education and conference presentations, and media releases from a risk management perspective
3. Develop and maintain strong collaboration and referral networks within the financial counselling, legal and community sectors.

Strategic Alignment

1. Ensure casework services are delivered in alignment with the objectives in the strategic plan.

2. Provide advice to the Head of Service Delivery from a risk management perspective in relation to strategic risks
3. Contribute to written reports to the CEO and Board as requested

END