

## Position Description

Position	Solicitor
Reports to (position title)	Managing Lawyer
Purpose:	The Solicitor conducts legal casework files, participates in outreach and training, provides advice and assistance to consumers and represents their interests in order to contribute to the education, policy and campaign work of the Centre.
Direct reports:	0
Indirect reports:	0
Scope	<p>CALC delivers a free legal service across Victoria through its legal advice lines, casework, training and projects. The Solicitor will provide advice direct to the public and stakeholders and progress their own representation files. The role requires an ability to contribute to CALC's policy and campaigns, identify trends and systemic issues, and represent CALC with a wide range of stakeholders.</p> <p>The Legal Practice consists of around a dozen lawyers. The Solicitor will work collaboratively with the practice to support an effective and efficient legal service. The lawyer will be able to provide high quality legal advice direct to the public and community workers, run casework, and contribute to strategic discussions.</p>

### Organisation chart:



## **Responsibilities**

- Empower people through the provision of an effectively targeted consumer legal advice service and high-impact legal representation in consumer, credit and insurance law matters in courts, tribunals and external dispute resolution forums.
- Build an effective and sustainable community sector through the provision of legal advice to workers.
- Work collaboratively with members of the legal practice to ensure that consumers better understand their legal rights and options and connect vulnerable consumers to appropriate services.
- Undertake legal research and other duties relating to the legal practice, and administrative tasks where required.
- Support outreach and engagement with consumers and the sector, which may include public sessions, representing the organisation at stakeholder forums, presenting training to workers, and collaborating with partner organisations.
- Identify systemic issues and contribute to policy and campaign activities through litigation and advice work.
- Implement dispute resolution strategies that will likely result in a benefit to a significant number of disadvantaged and vulnerable people and/or improve access to justice.
- Support and collaborate on powerful stories that inspire systemic change.

## **Qualifications & Experience**

- Qualified legal practitioner holding, or eligible to hold, a current Victorian Practising Certificate (Mandatory).
- Experience in litigation or dispute resolution in various jurisdictions, including tribunals and courts (Highly Desired).
- Experience or ability to acquire knowledge of consumer, credit and insurance law, including the broader legislative framework (Highly Desired).

## **Key Selection Criteria**

1. A knowledge of the general business of Consumer Action and a commitment to our vision and values.
2. Demonstrated strong interpersonal and communication skills, including the ability to tailor and modify communication to a range of audiences.
3. Ability to provide clear plain language legal advice over the telephone to clients.
4. Shows consideration, concern and respect for others' feelings and ideas, accommodates and works well with the different working styles of others, treating all people with dignity and respect.
5. Strong time and file management skills and the ability to manage competing priorities under pressure.
6. Works effectively with autonomy and accountability, self-motivated and can demonstrate initiative.
7. Demonstrated experience working with, and advocating for, disadvantaged and vulnerable clients, including culturally and linguistically diverse communities and First Nations peoples, with a culturally safe and trauma-informed approach.
8. Developing negotiation skills and experience in dispute resolution forums such as the Australian Financial Complaints Authority.

## **About Consumer Action and the Legal Practice**

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

Legal Practice currently consists of around a dozen lawyers and two legal assistants. The practice provides legal advice direct to the Victorian public through our consumer advice service telephone line. The practice also advises consumers through referrals and stakeholders. The practice also operates a dedicated worker advice service to provide legal support to financial counsellors, community workers and community lawyers seeking specialist legal advice. All matters are also assessed according to our legal intake criteria, and lawyers can provide more detailed advice to clients with our practice representing some clients in litigation and complex dispute resolution.

The practice provides training on relevant legal topics to financial counsellors and sector stakeholders. The lawyers also run specific projects on current strategic issues which involves more complex research and knowledge, stakeholder engagement and relationship development. The practice works closely with other Consumer Action teams, which includes contributing to broader policy development, strategic campaigns and law reform, and engagement work to improve access to justice. It is a dynamic, collaborative and high impact practice.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.