
About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

Legal Services

Gippsland Community Legal Services (GCLS) is an independent non-profit service managed by Anglicare Victoria. GCLS is funded by the Federal and State Governments to deliver free legal services throughout the Gippsland region. The mission of GCLS is to improve access to justice for all members of the Gippsland Community by providing legal advice and advocacy, empowering individuals and groups through community education, and to remove systemic injustice by advocating for law reform.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Legal Services
Program:	Legal Services
Reports To:	Principal Lawyer or Program Manager
Direct Reports:	Employees, Students, Volunteers.
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Victorian Legal Services Board, external funders, Federation of CLCs, Community Legal Centres Australia, other government bodies, strategic networks and partners, external auditors.
Classification:	SCHADS Level 7

About You (Key Selection Criteria)

Qualifications

Required:

- Tertiary qualifications in a relevant field, such as law, public policy, community development, social work, or other relevant area with extensive relevant experience.
- Ability to travel to various work sites as required

Desirable:

- N/A

Knowledge and skills

- Excellent understanding of Government Policy in respect to Community Services, including legislative and policy frameworks, and legal systems.
- Extensive experience in driving strategic impact and advocacy in the community sector and community legal centres.
- Demonstrated ability to support and drive the strategic impact and advocacy functions of a community legal service, working closely with a team of lawyers, paralegals, administrative staff, volunteers and students.
- Well-developed skills and experience in delivering programs and services within required timeframes and budget parameters.
- Commitment to the promotion of social justice and human rights, in particular the rights of people to live free from violence and abuse.
- Demonstrated ability to develop, maintain and manage complex stakeholder relationships and develop key partnerships including collaborative practice principles.
- Demonstrated experience in developing, supervising and leading a team that is inclusive and engaged, supporting employees to operate to their best potential.
- Exceptional written and verbal communication skills along with excellent time management.
- Capacity to use initiative, manage workloads and work vigorously to achieve goals.
- Demonstrated ability to lead program development, implementation, and evaluation.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Compiling and maintaining up to date and appropriate documentation of supervision, development and wellbeing commitments.
- Initiating service improvements within the team and participate in service redevelopment and redesign across the organisation.
- Contributing to the preparation of the program budget with the Program Manager and maintaining accountability for the program budget and implementing corrective action as required.
- As required manage and lead other services within your portfolio were required.
- Contribute expertise to the GCLS Leadership Team, made up of the Program Manager, Principal Lawyer, and Supervising Lawyers.
- Support organisational planning, funding strategy, and innovation initiatives.
- Working with the GCLS Leadership Team, develop, implement and review the GCLS Strategic Plan to develop coordinated responses to systemic legal issues affecting communities across Gippsland.
- Collaborate with other Anglicare Victoria teams to align GCLS impact, advocacy, law reform, funding and communications activities with the broader Anglicare Victoria framework.
- Develop, co-ordinate and lead law reform, policy submissions, advocacy activities and funding advocacy to respond to existing and emerging legal need
- Identify and progress funding opportunities aligned with current and emerging strategic priorities to respond to legal need and reduce dependency on individual funding sources.
- Develop, maintain and report on impact measurement and evaluation frameworks to demonstrate organisational achievements and challenges.
- Effectively manage and work with key internal and external stakeholders, including communities across Gippsland, Victoria Legal Aid, Department of Justice and Community Safety, the Victorian Aboriginal Legal Service, Djirra, and other community bodies as appropriate.
- Effectively develop and manage a team, including recruiting new employees, responding to employees' day-to-day enquiries, undertaking management actions and administration e.g., leave and payroll enquiries, onboarding and induction to ensure that all employees have a good experience at AV.
- Providing day to day support, advice and coaching to a team to develop both individuals and the collective team, leading to a team that is engaged with the organisation and whose members feel supported throughout their time with AV.
- Providing appropriate employee supervision including reflective practice that supports ongoing two-way feedback to celebrate achievements, recognise opportunities for improvement and address areas of concern in respect to employee engagement and/or effectiveness.
- Fostering and promoting an environment and culture within the team that is safe, inclusive, professional, trustworthy and service focused.
- Support the Program Manager and Principal Lawyer to ensure practices are in line with contracted service requirements. Monitoring performance targets, outcomes, quality standards in service agreements, legislative and policy requirements and audit requirements.
- Undertaking professional practice and program development activities to promote best practice, law reform, research, education and the ongoing quality improvement of the service.

Position Title: Legal Service Strategic Lead

Position Number/Version: LS M AW7 062026 V1.0

Approver: General Manager HR Operations

Date: June 2026

- Assume the role of Nominated Person when delegated by the Principal Lawyer for specific responsibilities under the CLCA Risk Management Guide.
- Other duties as required by the Program Manager, Principal Lawyer and Senior Management.

General

- Ensure familiarity and compliance with all governance, policies, and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops, and conferences, as required.
- Ensure privacy and confidentiality is always upheld.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and use new ways of working to enhance collaboration, effectiveness, and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

It is an inherent requirement of the position to have (and commit to providing) some flexibility to perform work outside of standard office hours to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours.

Our Commitment to Health, Safety & Wellbeing

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV Managers or Team Leaders are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- follow all workplace health and safety policies and procedures ensuring they are implemented and followed.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.

Our Commitment to Inclusion

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic

backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity.
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.
- participate in contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion; and
- raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of Managers are to:

- develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- seek out support around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc.
- participate in the development and implementation of inclusion events and strategies.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager you are required to ensure that all allegations of suspected child abuse and child safety concerns are taken seriously and dealt with in accordance with the law, legal professional obligations, policies, and procedures. Everyone at AV has a role to play in keeping children and young people safe.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years,
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.