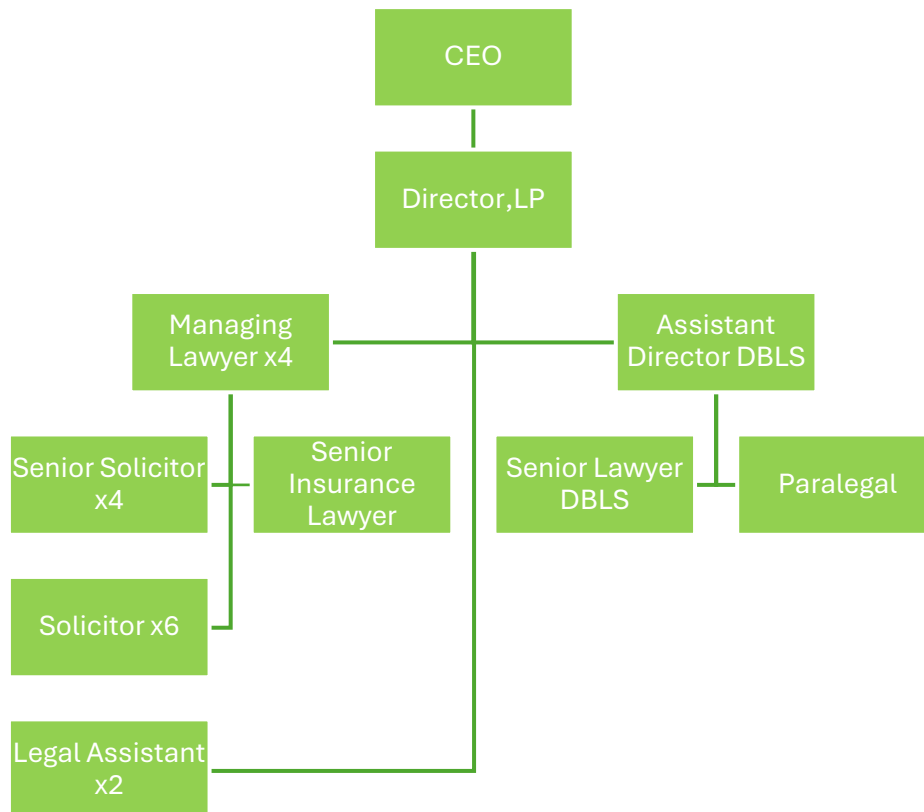


Position Description

Position:	Assistant Director, Domestic Building Legal Service
Reports to:	Director of Legal Practice
Purpose:	The Assistant Director, Domestic Building Legal Service (DBLS) provides strategic, expert, and operational leadership of Consumer Action Law Centre's specialist domestic building practice and partnership with Justice Connect. The role exists to ensure high-quality legal assistance is delivered to Victorian homeowners while transforming individual casework into systemic advocacy for building law and regulatory reforms to improve consumer outcomes. Leading a small team within a partnership model, the Assistant Director ensures excellence in legal practice, governance, and service delivery, and plays a key role in advancing Consumer Action's vision of a just marketplace where people have power and business plays fair.
Direct reports:	2
Indirect reports:	0
Scope	<p>The Assistant Director, DBLS, operates alongside Consumer Action's Managing Lawyers and works in an integrated way across all Consumer Action programs, including the Legal Practice, Learning and Engagement, Financial Counselling Practice, Policy and Campaigns, and Operations.</p> <p>The role provides specialist leadership for the establishment and expansion of Consumer Action's domestic building team, working closely with our dedicated project team supporting implementation.</p> <p>As a foundational role, the Assistant Director is responsible for working in partnership with Justice Connect to shape the service model and build strong relationships across the teams delivering the DBLS, embedding practice and governance frameworks, and driving continuous improvement.</p> <p>Once the service is established, the role also functions as the technical expert, undertaking and overseeing complex and strategic litigation to advance high-impact outcomes for clients and contribute to systemic change, while continuing to provide expert leadership to Consumer Action -wide strategy, reform, and impact initiatives.</p>

Organisation Chart:



Key responsibilities

- Provide strategic leadership of a domestic building legal service at Consumer Action that advances access to justice and delivers systemic impact for Victorian homeowners.
- Lead high-quality, legal practice in domestic building matters, including complex advice, dispute resolution, and VCAT proceedings with a focus on identifying and assisting homeowners experiencing vulnerabilities.
- Identify systemic issues arising from casework and use data, evidence, and client experience to drive law reform, systems change, and strategic advocacy.
- Lead the collection, analysis, and communication of service data to measure outcomes, demonstrate impact to funders and stakeholders, and inform strategic priorities.
- Build and maintain strong collaborative relationships with partner organisations, regulators, funders, and community stakeholders.
- Co-design, implement, and continuously improve equitable and accessible service models, intake pathways, and referral processes with community partners.
- Lead, supervise, and support legal staff, fostering a reflective, trauma-informed, inclusive, and impact-focused team culture.
- Represent the organisation in sector forums, consultations, and strategic advocacy related to domestic building obtaining fair outcomes for homeowners.

Qualifications & Experience

- Qualified legal practitioner holding a current unrestricted Principal Victorian Practising Certificate or the ability to obtain a Principal Practising Certificate (mandatory).
- Significant post-admission legal experience (typically 5–7+ years PAE) with demonstrated expertise in litigation, dispute resolution and case strategy, including managing complex legal matters and high-volume caseloads (mandatory).
- Extensive experience working within the framework of the Domestic Building Contracts Act 1995 (Vic), Building Act 1993 (Vic), associated Regulations, and VCAT Domestic Building List procedures, or similar regulatory and dispute resolution environments, coupled with a proven ability to rapidly acquire and apply specialist subject matter expertise (mandatory).
- Experience working within the community legal, consumer advocacy or not-for-profit sector (desirable).
- Established relationships with building and construction sector stakeholders, including regulators, dispute resolution bodies, industry associations, government departments and legal services (desirable).

Key Selection Criteria

1. Demonstrated ability to build, maintain and strengthen collaborative partnerships across organisations and stakeholders. Ability to work effectively across teams and organisational boundaries, manage risks and issues proactively, and maintain strong communication and productive working relationships within a complex service delivery environment.
2. Demonstrated expertise in negotiation, litigation and dispute resolution, including managing complex matters, developing legal strategy and achieving positive outcomes for clients.
3. Proven ability to lead and develop high-performing teams through effective supervision, coaching, mentoring, performance development and people management practices.
4. Demonstrated understanding of legal practice governance requirements, including professional obligations, conflicts management, confidentiality, file management, CPD requirements and risk management frameworks.
5. Ability to identify systemic issues arising from frontline legal practice and contribute to strategic advocacy, policy development, law reform and broader organisational change initiatives.
6. Ability to prepare high-quality reports, briefings and submissions for executives, boards, funders, regulators and other stakeholders, and to communicate complex information clearly and effectively.
7. Demonstrated commitment to Consumer Action's vision, purpose and values, with the ability to work respectfully, inclusively and without judgement with clients experiencing complex and challenging circumstances.
8. Highly developed written, verbal and interpersonal communication skills, with the ability to represent Consumer Action, clients and the Domestic Building Legal Service effectively in public forums, stakeholder consultations, partnerships and sector networks.

About Consumer Action Law Centre

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.

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

About the Domestic Building Legal Service

Consumer Action is partnering with Justice Connect to deliver an expanded Domestic Building Legal Service for Victorians, funded by the Victorian Government in the context of a new regulatory framework. Consumer Action will deliver a limited strategic casework and litigation service in partnership with Justice Connect, who will provide self-help information, advice and referral information to consumers with building issues. DBLS insights and evidence will feed our policy and campaigning work for a fairer building system in Victoria.