

# Community Legal Centres Australia

## Manager, National Community Legal Centres AI Pilot Program

### Role description

Position Title	Manager, National Community Legal Centres AI Pilot Program
Full-time/part time	18 months contract - full time - 5 days (37.5 hours) per week
Classification	Role is classified as 8 of the Community Legal Centres Australia Enterprise Agreement \$142,135 – \$147,732 p.a. This Enterprise Agreement uses the Social, Community, Home Care and Disability Services Industry Award 2010 (the award) and the role is equivalent to level 8 of the award. Our salaries and conditions are above the award.
Reports to	Chief Executive Officer (CEO)
Supervises	May supervise other staff depending on program budget
Location	Level 10, 307 Pitt Street, Sydney. CLCs Australia supports flexible working conditions, and current policy permits employees to work from home up to 50% of paid hours, and potential to work remotely for the right candidate.

### Responsibilities

Program Delivery – National Community Legal Centres AI Pilot Program	<ol style="list-style-type: none"><li>1. <b>Lead &amp; project manage the pilot independently</b>, taking full ownership of project delivery, budget, and timeframes while reporting to the CLCA CEO and Project Steering Committee.</li><li>2. <b>Identify opportunities for AI adoption to enhance the efficiency of legal services through an evidence-based approach</b>, engaging participating CLCs to find the most repeatable tasks where AI can add the most value and shape the sector's AI roadmap.</li><li>3. <b>Coordinate the development of a CLC-specific AI governance and ethics framework</b> in collaboration with governance experts and the sector, noting the sector's values.</li><li>4. <b>Run a procurement process</b> to assess and select legal AI tools for the pilot that meet the sector's governance, ethics, safety, security, privacy, and confidentiality standards.</li></ol>
----------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>5. <b>Support adoption and measure value</b>, developing and executing the AI adoption strategy and tracking any evidence of return on investment.</p> <p>6. <b>Coordinate training and support culture change</b>, supporting tiered AI training and producing the guidance and communications that build AI literacy and confidence across the sector.</p> <p>7. <b>Establish and manage the AI Champions Network</b>, equipping champions across participating centres to build assets, drive adoption, and feed real-time insight back into the roadmap.</p> <p>8. <b>Manage the full range of stakeholder relationships</b>, including participating CLCs and their staff/volunteers, legal AI vendors, and pro bono partners.</p> <p>9. <b>Coordinate evaluation of the pilot &amp; help build sector AI assets</b>, coordinating the evaluation and translating its findings into scalable resources that help CLCs adopt AI safely, including an AI Readiness Playbook and best-practice guides.</p> <p>10. <b>Contribute to thought leadership</b> on technology and access to justice, representing the pilot in the national conversation on responsible AI in the legal assistance sector.</p>
Stakeholder Engagement	Build and maintain strong working relationships with key stakeholders, including the AI Pilot Program (pilot program) steering committee, the state and territory community legal centre peaks and associations and individual community legal centres in the pilot program.
Systems and procedures	<p>Contribute to continuous improvement of internal systems and compliance to organisational policies and procedures.</p> <p>Contribute to organisational wide policies and procedures.</p>
Support	Provide support, reports and any other duties as reasonably directed by the CEO.
Other	<p>Contribute to and work in a way that is consistent with Community Legal Centres Australia organisational culture, aligned with our Values, Impact Strategy, Reconciliation Action Plan and other organisational plans, policies, and procedures.</p> <p>Work to maintain and improve the organisation’s culture.</p>

# Selection Criteria

<p>Skills and experience</p>	<p>This is a new kind of role in a developing field, so we are not looking for someone who ticks every box below. We're looking for the right mix of capability, judgment, and motivation. You might bring strengths in some of these areas and be ready to grow into others. There is capacity with the project budget to contract expertise from other people. Our ideal candidate will have:</p> <ul style="list-style-type: none"> <li>• <b>AI fluency</b>, a working grasp of AI concepts, including frontier model capabilities and how AI software products are built on them. Application of AI in a legal context would be especially helpful.</li> <li>• <b>Experience with AI or technology implementation</b>, with hands-on experience implementing or managing AI or technology tools, ideally as part of a transformation project.</li> <li>• <b>Change management or transformation experience</b>, with insight into what drives genuine uptake of new ways of working.</li> <li>• <b>Familiarity with legal service delivery</b> and the ability to translate practitioner needs into practical solutions. An understanding of legal practice in not-for-profit environments would be very helpful.</li> <li>• <b>Awareness of the ethical dimensions of AI</b>, including data privacy, confidentiality, and the responsible use of AI, including in relation to clients experiencing disadvantage.</li> <li>• <b>Ability to build credibility and trust with sector stakeholders</b>, explaining the value of AI in terms that make sense to CLC employees.</li> </ul>
<p>Personal attributes</p>	<p>You're someone who sees how technology could change legal service delivery for the better, and you want to put that to work expanding access to justice.</p> <p>You're practical, curious, and good at turning complex ideas into things people can actually use.</p> <p>You're comfortable with ambiguity, resilient, and genuinely committed to the work of the community legal sector.</p>