

Position Description

Position title	Senior Digital Innovation Lead
Position reports to	Manager, Homeless Law
Position supervises	Secondees, practical legal trainees and volunteers
Position works in close collaboration with	Data and Projects Lead, Head, lawyers, social workers, legal administrators, other specialist staff, secondees, practical legal trainees and volunteers
Employment status	Fixed term 24 month contract
Hours	37.5 hours a week (1.0 FTE), 0.8 considered
Salary	\$107,531.21 (JC5 B)
Location	Level 5, 446 Collins Street Melbourne (hybrid working model: 40% time spent in the office across the month).

Role Purpose

The Homeless Law Senior Digital Innovation Lead will lead the development and design of our online legal self-help tools and resources which support women experiencing family violence and housing insecurity, renters facing eviction, and community workers in the homelessness sector. You will use human-centred design principles to oversee the continuous improvement of our existing service delivery projects, including [Dear Landlord](#), [Home of Your Own](#), the [Workers' Resource Hub](#) and [Homeless Law in Practice](#).

You will also play a key role in implementing innovation and change using systems thinking and strategic approaches to projects, digital resources, data and service design. You will strengthen internal and external relationships at all levels, measure impact using evaluation techniques, and implement digital strategies to support our strategic aims.

Key Responsibilities

Project management:

- Lead end-to-end delivery of digital innovation projects, from concept through to implementation, iteration, and evaluation.
- Apply agile and systems-thinking approaches to manage multiple concurrent projects, ensuring alignment with organisational strategy and impact goals.
- Coordinate cross-organisation collaboration with legal teams, developers, and external partners.
- Monitor project performance using data and evaluation frameworks, reporting on impact and driving continuous improvement.

Human centred design:

- Lead the application of human-centred design methodologies to develop and continuously improve digital legal tools for people experiencing homelessness, family violence, and housing insecurity.
- Facilitate co-design processes with clients, community workers, and stakeholders to ensure services are accessible, trauma-informed, and responsive to user needs.
- Translate user insights, behavioural data, and service feedback into actionable design improvements across platforms such as Dear Landlord and Home of Your Own.
- Champion inclusive, ethical, and accessible design practices across the Homeless Law team, embedding equity and lived experience into all digital solutions.

User testing:

- Design and implement user testing frameworks to evaluate usability, accessibility, and effectiveness of digital self-help tools and resources.
- Conduct qualitative and quantitative user research, including interviews, surveys, and usability testing with clients and sector workers.
- Analyse user feedback and behavioural data to identify improvements.
- Ensure testing approaches are trauma-informed, culturally safe, and appropriate for vulnerable user groups.

Funding and reporting

- In collaboration with other team members, monitor, evaluate, and report on funding outcomes, including tracking key performance indicators, impact metrics, and delivering high-quality reports to funders and internal stakeholders.
- In collaboration with the Manager and Head, identify and pursue new funding opportunities, contributing to grant applications, business cases, and partnership proposals to support the growth and sustainability of digital innovation initiatives.

Organisational contribution:

- Contribute to Justice Connect's Reconciliation Action Plan and inclusion initiatives.
- Support organisational learning by sharing legal insights and trends.
- Participate in cross-team projects or collaborations as needed.
- Demonstrate behaviours aligned with Justice Connect's values and expectations.

Workplace health and safety:

- Lead, promote, and maintain a safe work environment and culture, ensuring compliance with WH&S laws, policies, and procedures, and proactively identify and mitigate WH&S risk within the workplace.
- Take all reasonable care regarding the health and safety of yourself and others in the workplace and ensuring compliance with policies or procedures.

Selection Criteria

Qualifications and technical expertise:

- Tertiary qualification or equivalent experience in human-centred design, user experience, service design, project management, and/or technology, digital systems, or IT.
- Demonstrated expertise in designing and delivering digital products or services, including familiarity with relevant tools, platforms, and methodologies.

Experience:

- Proven experience leading the design and delivery of digital tools or services from concept through to implementation and iteration.
- Demonstrated application of human-centred design methodologies, including co-design, user research, and iterative prototyping, to improve digital products.
- Strong project management experience, including planning, prioritisation, stakeholder coordination, and delivery of multiple concurrent projects.
- Experience working with people with lived experience, including applying trauma-informed and inclusive engagement practices.
- Experience monitoring, evaluating, and reporting on the impact and effectiveness of digital tools, including use of data and insights to drive continuous improvement.
- Experience in the legal assistance, pro bono, community, or social impact sector is highly desirable.

Knowledge, skills, and attributes:

- Demonstrated ability to work effectively within interdisciplinary teams, including legal, design, technology, and policy professionals.
- Excellent written and verbal communication skills, with the ability to translate complex ideas for diverse audiences.
- Strong stakeholder engagement skills, with the ability to build and maintain effective relationships across internal teams, partners, and communities.
- Collaborative and adaptable team player with a proactive, solutions-focused approach.
- Demonstrated innovative and strategic problem-solving skills, with the ability to apply systems thinking to complex social issues.