

POSITION DESCRIPTION

Senior Solicitor, Client Access & Intake



Reporting to: Head of Practice
Classification: MEA 5
Direct Reports: Intake Officers (up to 8)

Women's Legal Centre

The Women's Legal Centre (WLC) is a specialist women's community legal centre. Our vision is that women are safe, strong and in control of their lives. Our mission is to use the legal system to improve women's lives and advance gender equality.

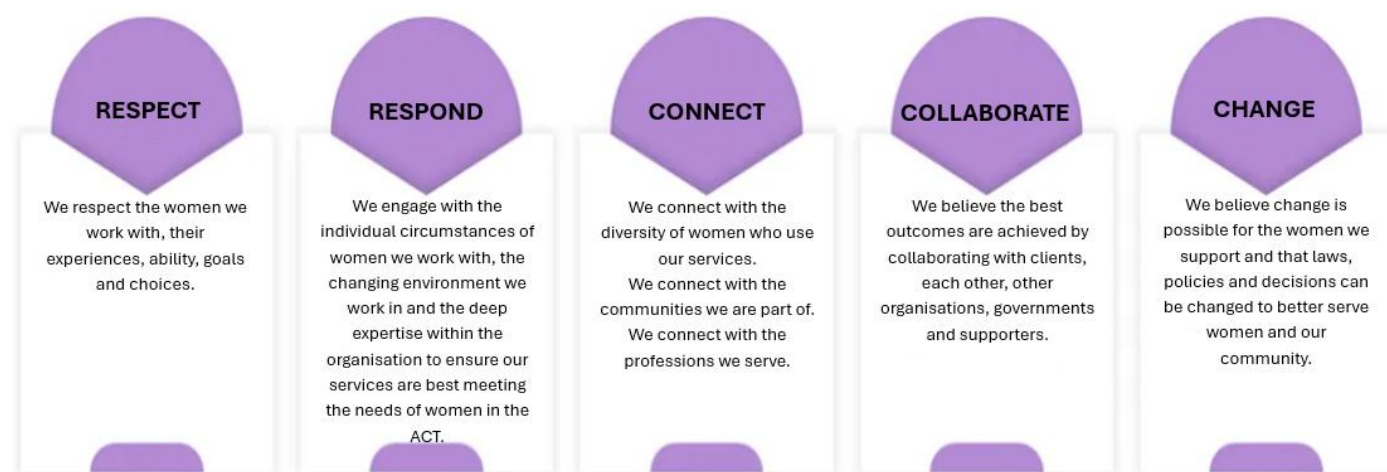
WLC's legal practice areas include Family Law, Employment, Discrimination and Sexual Harassment, Migration and the Sexual Violence Legal Service. WLC also offers the Mulleun Mura Access to Justice Program, which is a specialist program for First Nations women, led and delivered by First Nations women.

WLC provides assistance to women, trans and gender diverse people.

WLC provides legal assistance across the spectrum of need, including legal information and referral, legal advice and representation, and litigation. We provide legal services within a feminist, trauma-informed, multidisciplinary and integrated service model that incorporates social work, cultural supports and collaborative service models, to provide wrap-around support to the most at-risk clients. WLC also prioritises working in partnership and delivering services in collaboration with health and community-based services.

WLC is committed to building community capacity to understand and respond to gender-based violence and discrimination and being a visible and strong advocate for accountability and structural reform. WLC provides expert input into law, policy development and reform, and builds capability within government and the wider community to achieve deeper systems and cultural change.

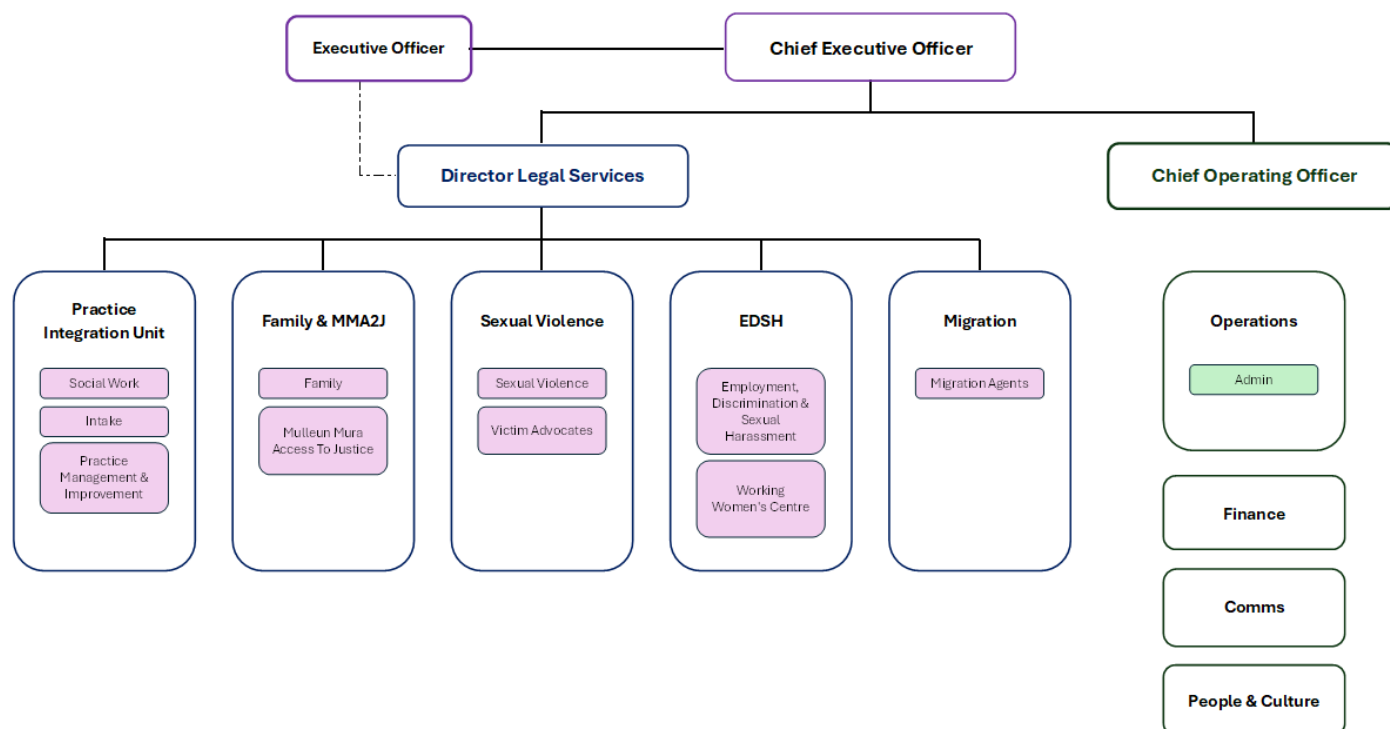
Organisational Values



POSITION DESCRIPTION

Senior Solicitor, Client Access & Intake

Organisational Structure



Practice Integration Unit

The Practice Integration Unit (PIU) sits at the centre of WLC's legal practice, leading the systems, capability, governance and improvement initiatives that support high-quality, client-centred legal services. Working across all practice areas, the unit helps shape how services are designed, delivered and continuously improved to ensure they remain effective, trauma-informed, culturally safe and responsive to the needs of our clients.

The PIU brings together responsibility for client intake, service planning, workforce capability and training, practice policies and procedures, risk management, community legal education, strategic partnerships, law reform coordination, complaints analysis, governance and service innovation. By connecting these functions across WLC, the Unit drives consistency, strengthens practice excellence, and supports the organisation to maximise its impact for clients and the community.

The PIU has three teams:

- Social Work team
- Intake team
- Practice Management & Improvement team

Role Description

The Senior Solicitor, Client Access & Intake leads WLC's client intake function, ensuring clients seeking assistance receive timely, trauma-informed and culturally safe support. As the gateway to WLC's services, the Intake team plays a critical role in identifying legal and non-legal needs, facilitating access to services, and connecting clients with the most appropriate legal, social work and community supports.

POSITION DESCRIPTION

Senior Solicitor, Client Access & Intake



The Senior Solicitor, Client Access & Intake provides legal leadership, supervision and operational management of the Intake team. Working collaboratively with solicitors, social workers, cultural liaison officers and paralegals, the role drives a high-quality, integrated approach to service delivery and contributes to the continuous improvement of client access, intake practice, referral pathways and service design.

The Senior Solicitor, Client Access & Intake is the primary escalation point for legal issues arising within the Intake team and plays a key role in identifying emerging client needs, service gaps and systemic issues to inform service planning, practice development and advocacy.

Intake Management

- Lead the delivery and continuous improvement of WLC's client intake service, ensuring it remains accessible, client-centred, efficient and responsive
- Responsible for the day-to-day functioning of the Intake team, including workflow management, prioritisation and resource allocation
- Collaborate closely with the Head of Practice and other Practice leaders to ensure client intake services align with WLC's strategic priorities and service objectives
- Provide legal guidance, advice and support to Intake Officers and act as the first point of escalation for legal issues arising through intake
- Develop, review and improve intake systems, procedures and referral pathways to support high-quality service delivery
- Collect, monitor and report on client needs, service demand, referral trends and emerging legal issues to support organisational planning, service development and advocacy
- Work collaboratively with social workers, cultural liaison officers and legal teams to deliver integrated and holistic services to clients
- Identify and contribute to projects and initiatives that improve client access, service quality and organisational effectiveness
- Maintain a limited legal practice where required to support service delivery and maintain professional expertise
- Ensure legal service data is accurate, comprehensive and informs service improvement, reporting and advocacy
- Adopt and promote trauma-informed, culturally safe and client-centred practice
- Perform other duties as directed

Stakeholder Engagement

- Maintain a strong understanding of referral pathways, support services and community resources relevant to clients' needs
- Develop and maintain effective relationships with community organisations, specialist services and other key stakeholders to support client outcomes
- Represent WLC in relevant community, legal and sector networks and forums
- In collaboration with other team members, undertake promotion of WLC's services and deliver presentations as required
- Assist with development and delivery of community legal education programs

POSITION DESCRIPTION

Senior Solicitor, Client Access & Intake



Supervision

- Supervise the work of Intake Officers, ensuring information and assistance provided to clients is accurate, appropriate, efficient and effective
- Coach and train Intake Officers, including engaging in regular supervision meetings to ensure performance standards are met and support professional development including creating and regularly reviewing annual workplans with direct reports
- Support staff wellbeing, resilience and reflective practice in a trauma-exposed work environment

Organisational Responsibilities

- Work in alignment with WLC values and policies
- Participate in regular supervision and performance reviews
- Participate in reflective practice, clinical debriefing and other staff wellbeing and resilience initiatives
- Be responsible for applying WHS to daily tasks performed in the workplace, report all matters beyond your authority and take all practical measures to ensure that your workplace is safe and without risk to health or property
- Undertake ongoing professional development in consultation with supervisor
- Attend and participate in regular staff meetings, planning days and other organisational initiatives

Position Requirements

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Qualifications

1. Tertiary qualifications from a recognised institution
2. Hold ACT Practicing Certificate
3. Current Working with Vulnerable People (WwVP) clearance

Professional / Technical / Behavioural Capabilities

1. Ability to contribute to strategic thinking
2. Ability to achieve results
3. Ability to support productive working relationships
4. Personal drive and integrity
5. Ability to communicate with influence
6. Technical and digital literacy
7. Ability to prioritise self-care for physical and mental health and wellbeing

POSITION DESCRIPTION

Senior Solicitor, Client Access & Intake



Professional / Technical / Behaviour Capabilities Explanatory Notes

This attachment sets out the type of information we are looking for against each of the selection criteria listed above. You will see that under each selection criteria there is a list of bullet points which provides guidance on the types of things that are considered relevant against the criterion. Please note that you are not limited to the dot points provided and that you are not expected to address each dot point - they provide additional guidance only...

Ability to contribute to strategic thinking

- actively support the goals and direction of the organisation
- clearly communicate goals and objectives to staff, colleagues, clients and/or stakeholders
- use your understanding of the work environment and objectives to consider how your work will impact on others
- draw on information, experience and common sense
- maintain an awareness of the organisation and keep yourself and others well informed on work issues
- undertake objective systematic analysis and draw accurate conclusions based on evidence
- identify problems and work to resolve them

Ability to achieve results

- establish clear plans and timeframes for project implementation
- identify and use resources wisely
- build and apply your own professional expertise
- adapt to, support and manage change
- take responsibility for managing projects to achieve results
- identify opportunities for improvement
- deliver outputs under challenging circumstances

Ability to support productive working relationships and manage staff

- build and sustain positive relationships with team members, stakeholders and clients to produce effective outcomes
- anticipate and cater to client and stakeholder needs and expectations
- consult and share information
- value individual differences and diversity
- provide, seek and value constructive and regular feedback
- guide and support the development and contribution of others by identifying and providing learning opportunities
- identify the cause of and deal with underperformance proactively and constructively

Shown personal drive and integrity

- apply and promote WLC values and Code of Conduct
- comply with legislative, policy and regulatory frameworks and foster this in others
- committed, active and focused on work outcomes, even in uncertain or difficult circumstances
- show initiative and innovation in a changing environment and assist others to understand and cope with change
- acknowledge mistakes and learn from them
- ensure a positive working environment and balanced workload while working within agreed deadlines
- seek and recommend development opportunities based on capabilities

Ability to communicate with influence

- communicate in “plain English” and deliver messages clearly and concisely to individuals or groups
- lead and encourage discussion to share ideas, clarify and confirm understanding and appreciate diverse views
- convey ideas, concepts and arguments successfully to individuals or groups
- show judgment, understanding and skill in negotiating and working to resolve conflict
- influence others by presenting credible and persuasive views
- actively listen, consider and work to reconcile differing ideas and views
- ensure information given is accurate, timely and unambiguous
- select the most appropriate medium for conveying information