

Position description

Position title:	Client Contributions Officer
Reports to:	Coordinator, Client Contributions
Program area:	Legal Practice
Location:	Naarm / Melbourne on Wurundjeri Country
Classification:	WVR2.2 - 22AO3D
Position type:	Part time – Ongoing (0.8 FTE)

Position Summary

To recover client contributions and effect settlement of legal creditor claims in a professional and timely manner.

Responsibilities

1. Pursue payment of debts due to Victoria Legal Aid (VLA) by people who have received legal assistance, including processing related tasks, and negotiate lump sum and instalment payments with debtors in accordance with VLA policy.
2. Negotiate with current and former recipients of legal assistance and practitioners with respect to financial and practical release of securities, having regard to existing and proposed court orders, relevant legislation and VLA policy.
3. Undertake Title Searches, process, draft and submit caveats, statutory charges and caveat withdrawals, conduct negotiations with respect to financial and practical release of securities, and manage the electronic property settlements.
4. Collate and provide concise and accurate information about properties, debts, financial circumstances and bankruptcy issues to management so that they can make informed decisions.
5. Calculate and prepare refunds for processing.
6. Provide advice and training to VLA staff about client contribution issues as required.
7. Support continuous improvement by identifying and implementing new policies and processes that prioritise and improve the customer experience and strengthen relationships with VLA's clients and practice partners.
8. Contribute to/support the broader work of the Legal Practice Directorate.

Essential standards and capabilities

The following standards and capabilities are **mandatory** and required to perform the duties and responsibilities of this position.

- VCE or post-secondary education.
- You must have the right to work in Australia (i.e., be an Australian or New Zealand citizen, permanent resident, or hold a valid visa).
- It is a requirement that all VLA employees reside in Victoria, or a nearby border community, and attend for office-based days at their primary work location. From time to time you will be required to travel to meeting venues, outreach services, courts and tribunals to deliver quality services to our clients or for meetings and/or professional development.
- All appointments are subject to reference checks and pre-employment misconduct screening.
 - You will be required to undertake a police check during pre-employment screening or at any point during employment with VLA.

Key selection criteria

1. Experience in debt recovery and administration, specifically dealing with clients over the telephone.
2. Knowledge of and/or experience in conveyancing procedures and transactions including mortgages, caveats and transfers (highly desirable).
3. General accounting skills and experience in creditor administration, payments and reporting.
4. Excellent interpersonal and communication skills, with a demonstrated ability to liaise effectively with people across all levels of the organisation and with external stakeholders.
5. Ability to effectively work in a team environment with specific performance targets and tight deadlines.
6. Demonstrated experience working with Victorian First Peoples communities, including an understanding of First Peoples cultures, cultural protocols and self-determination, and the demonstrated ability to lead culturally safe practice, build respectful partnerships and improve outcomes for First Peoples (highly desirable).
7. A knowledge of the general business of VLA and a commitment to our vision and values.

Occupational health and safety responsibilities at Victoria Legal Aid:

- All staff at VLA are expected to champion proactive and positive health and safety practices in the workplace by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.

Organisational context

Victoria Legal Aid is a cornerstone of Victoria's justice system, delivering essential legal services to the community.

We provide legal advice, dispute resolution, representation, information and advocacy services to hundreds of thousands of Victorians each year for criminal, civil, family violence, child protection and family law problems. We ensure people have access to legal services close to where they live, across metropolitan, suburban and regional locations.

Through non-legal, early intervention and dispute resolution services, we support people to understand their rights, participate in decision-making and resolve matters. We work closely with partners to influence policies and challenge unfair laws and practices to make our society fairer for everyone.

By coordinating legal assistance and information, resolving issues early and supporting people through court processes when necessary, we help prevent problems escalating and reduce harm. We target our efforts and limited resources to help those with the greatest need.

Legal Practice

Legal Practice provides a central point for whole-of-practice support and is the central point of contact for our practice partners, including private lawyers, VLA lawyers and Community Legal Centres.

Legal Practice's responsibilities include developing and supporting a quality legal practice, training and practice support, and the administration of the legal assistance scheme under the Legal Aid Act. It oversees legal practice and quality systems across all VLA's practice areas to ensure consistent and innovative approaches to modern legal management.

Our VLA vision and values

Vision

Fair and inclusive justice where people have access to help, and laws and systems work for everyone.

Purpose

To help Victorians resolve legal problems and protect their rights, and to work with partners to improve laws and systems so they are fairer and more accessible.

Values

Our values are central to how we make decisions and deliver services. They guide our everyday actions, influence how we respond to legal need, and shape the way we work with clients, partners and each other.

Fairness

We are committed to fairness in society and facilitating fair and equitable access to legal and related support.

Care

We care about our clients and the community, and we approach our work with an awareness of the effects that trauma and discrimination can have. We treat each other with kindness and respect.

Courage

We approach our work with strength and confidence. We are guided by our values and what matters most to our clients and society.

Inclusion

We provide an inclusive environment for clients, staff and partners.

VLA is an Equal Opportunity Employer committed to promoting a diverse and inclusive workforce.

We strongly encourage people from diverse backgrounds and abilities, including First Peoples and refugees to apply for positions within our organisation. We will make reasonable adjustments to enable everyone to participate in our recruitment processes and to work productively and safely.

It is a key priority of VLA to support principles of self-determination by increasing employment of First Peoples across all areas of VLA. We recognise that our workforce can benefit from the unique knowledge, skills and expertise of a diverse workforce including First Peoples and in achieving a culturally safe and responsive service for our clients.

VLA is a Child-Safe organisation

VLA is committed to the safety and wellbeing of children and recognises that children's rights need to be respected, their views welcomed and valued, and their concerns taken seriously. We additionally acknowledge and appreciate the diverse and unique identities and experiences of Australian First Peoples children, which we respect and value.

Position Description approved by People Culture and Safety

Position Title: Senior Recruitment and Retention Consultant

Date approved: 30 September 2026