



Position description

Position title:	Manager, First Nations Access (1300MOB)
Reports to:	Director, Legal Help
Program area:	Legal Help
Location:	On Wurundjeri Country, Naarm (570 Bourke Street, Melbourne) (Flexible)
Classification:	WVR 5.2 – 52AO8C

Position Summary

Legal Help is the main entry point to Victoria Legal Aid (VLA) and much of the legal assistance sector for people seeking help with legal and related issues. It handles around 230,000 requests from the public annually, offering low intensity legal information, advice, and referrals by phone and webchat in multiple languages.

The Manager partners with Aboriginal Community Controlled Organisations, particularly the Victorian Aboriginal Legal Service (VALS) and Djirra, to improve access to legal help for First Peoples. This includes building and maintaining strong relationships with key stakeholders inside and outside VLA, and running and improving culturally safe, dedicated First Peoples services (the 1300 MOB VLA phonenumber and the Yarn Online webchat service). The role also shapes the broader Legal Help operating model to better meet the needs of First Peoples help-seekers and organisations – including providing authoritative cultural advice to senior leaders/team in leading good practice, creating tailored referral pathways and legal information, exploring ways to build in holistic support and case management, and prioritising early intervention and proactive engagement.

Responsibilities

1. Work collaboratively with Aboriginal community-controlled organisations (legal and non-legal), particularly the Victorian Aboriginal Legal Service (VALS) and Djirra, to manage the operation and continuous improvement of a co-designed, culturally capable First Peoples Helpline service.
2. Develop and implement strategies, policies, and organisational practices which embed the voices and lived experiences of First Peoples in the design, delivery, and evaluation of our services.
3. Lead the First Peoples Helpline service team, including recruitment, line management and professional development of staff, and reporting against appropriate performance measures for the services.
4. Establish and review referral pathways with internal and external stakeholders and ensure that Legal Help provides accessible and timely legal and non-legal services to First Peoples over the phone, by email, webchat or in person.

5. Ensure the availability of tailored legal information resources and community legal education sessions and outreach services to First Peoples.
6. Help drive Legal Help's continuing transformation into a best practice inclusive legal sector intake, triage and assistance provider and ensure that it meets VLA's organisational goals including enabling First Peoples' self-determination.

Essential standards and capabilities

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

- This position is only open to Australian First Peoples. VLA considers that being a First Peoples person is a genuine occupational requirement for this position under subsection 26(3) or section 28 of the Equal Opportunity Act 2010 (Vic).
- Demonstrated experience and understanding of cultural norms in working with First Peoples, and the ability to communicate sensitively and effectively with First Peoples communities.
- 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 can attend for office-based days at their primary work location. From time to time you will be required to travel between various office locations to deliver quality services to our clients or for professional development.
- All appointments are subject to reference checks and pre-employment misconduct screening.
 - This role requires you to hold a valid Victorian Working With Children Check at all times.
 - You will be required to undertake a police check during pre-employment screening or at any point during employment with VLA.
- We require information that supports your identity as an Aboriginal or Torres Strait Islander person – this might be a Confirmation of Aboriginality document or some other letter from an Aboriginal community-controlled organisation where you are from, or where you now live. We understand that this can be a challenge sometimes so please contact us if this is a barrier.

Occupational health and safety responsibilities at VLA

- This management position will require you to lead by example in actively supporting, promoting and implementing the requirements of VLA's health and safety management system – policies, procedures and processes. Managers at VLA actively support staff in participating in programs and initiatives that positively promote their health, safety and wellbeing.
- 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.

Key selection criteria

1. 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 (essential).

2. High-level communication and stakeholder engagement skills, and experience developing and maintaining relationships at a senior level including with First Peoples clients, communities and organisations, government and justice sector entities.
 3. Demonstrated ability to drive service innovation and growth and to influence change and law reform, underpinned by experience in service management and delivery, including client first approaches, consumer engagement, evidence-based decision making and reporting frameworks.
 4. Strong organisational skills and a demonstrated ability to develop and meet strategic priorities, drive positive cultural change, develop and support high-performing teams and respond to emerging and changing organisational needs.
 5. High level oral and written communication skills, including a demonstrated ability to produce clear and well researched reports and advice, and, to lead programs of work.
 6. Qualification in law, public policy, or a related field, or equivalent work experience (desirable).
 7. Experience in the justice or legal assistance sector (desirable).
 8. A knowledge of the general business of VLA and a commitment to our vision and values.
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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.

Barring-ga Balert (First Peoples Services)

The Barring-ga Balert directorate leads and supports Victoria Legal Aid projects and initiatives which aim to address systemic racism and disadvantage and are shaped by self-determination and accountability to First Peoples.

The directorate's four priority domains of influence are:

1. **Leading VLA staff and ways of working with and for First Peoples**. VLA is an employer of choice for First Peoples and a significant provider of services for First Peoples.
2. **Managing key stakeholder relationships**. VLA proactively builds mutually beneficial relationships at the local, state and National level with Aboriginal services and Community-

Controlled Organisations, with wide, strategic influence across both (state and federal) government and non-government sectors.

3. **Reforming laws and systems.** VLA pursues law reform and strategic advocacy which seek to meaningfully address systemic racism and injustice and promote the rights of First Peoples.
4. **Responsiveness and accountability to First Peoples communities.** VLA offers accessible, timely, culturally safe and responsive services and supports to First Peoples. VLA works to be informed and guided by client and community experience.

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 and Workplace Services

Position Title: Senior Recruitment and Retention Consultant

Date approved: 7 October 2026