

Legal Administrator (Data Lead)

Homeless Law

Legal Administrator (Data Lead), Homeless Law

An exciting opportunity has arisen to join one of Australia's most successful public interest and social justice organisations. Justice Connect is a not-for-profit organisation with a vision of a fair and strong community in which people have a fair chance at a better life, the community sector is strong and vibrant and the legal/justice and non-legal social systems are fairer and better.

At Justice Connect, we believe everyone deserves a fair chance at a better life. Too often, our legal system is complicated, expensive and inaccessible. And when the system doesn't work for everyone, it works for no one. It holds our community back. That's why we use the law to help people and community groups left behind by an unfair and complicated legal system. Whether it's a single mother facing homelessness, a local community group struggling with overwhelming regulation or an older person dealing with family violence, real-life problems so often have legal solutions. That's why we connect people with legal help. We use the power of the law to open up the legal system for those locked out of it, and to change the system where it is broken.

The key to our impact is the passionate commitment of our people. We hold ourselves to the highest standards, driven by a desire to deliver real improvements in the lives of the people and communities we help.

Justice Connect is also a leader in technology solutions in the justice sector, and is investing in the development of a new cross-organisational Customer Relationship Management (**CRM**) system, Microsoft Dynamics 365, to increase our impact.

Homeless Law is our specialist legal service for people experiencing or at risk of homelessness. We work closely with pro bono lawyers to provide hundreds of people with legal representation, advice and information. Our services are outreach-focussed and client-centred, and we don't just address legal issues. Homeless Law's social workers and our relationships with the homelessness sector build our capacity to holistically understand and respond to clients with a range of non-legal needs.

As the **Homeless Law Legal Administrator (Data Lead)**, you'll play a key role in the efficient and effective coordination of our service delivery and make a real difference to the lives of Victorians experiencing or at risk of homelessness. In particular, you will work closely on the implementation of our new CRM and related processes, including through data capture, reporting, training and the development of resources.

If you are focused, data-driven, and have experience working with relationship management systems to support impactful outcomes, we would like to hear from you. This is a fantastic opportunity to join a committed and passionate team who share your vision of a fairer society.

We welcome and encourage applications from Aboriginal and Torres Strait Islander peoples.



Applications close 9am, Thursday 27 August 2020.



Position description

Position title	Legal Administrator (Data Lead), Homeless Law
Position reports to	Manager and Principal Lawyer, Homeless Law
Position Works in Close Collaboration with	Homeless Law staff, including legal administrators, social workers and lawyers
Employment status	Fixed term contract – 7 September 2020 to 31 March 2021 (possibility of extension subject to funding)
Hours	Full-time @ 37.5 hours per week (1 FTE)
Salary	\$59,478.87 per annum, plus 9.5% superannuation, annual leave loading and generous salary packaging options
Location	Level 17, 461 Bourke Street Melbourne VIC 3000, and any other remote location due to the COVID-19 pandemic
Closing date	9:00am, Thursday 27 August 2020
For further information	Contact Cameron Lavery, Manager and Principal Lawyer, Homeless Law on (03) 8636 4412

Role purpose

Under the direction of the Homeless Law Manager and Principal Lawyer and collaborating with all Homeless Law staff, the Legal Administrator (Data Lead) will ensure the effective and efficient coordination of Homeless Law service delivery. In particular, the Legal Administrator (Data Lead) will focus on our implementation of Justice Connect's new CRM, Microsoft Dynamics 365, including processes related to data-capture, reporting, resource development and training, as well as ongoing CRM-support to Homeless Law pro bono lawyers and staff.

Key responsibilities

- Providing ongoing CRM support to Homeless Law pro bono lawyers and staff, particularly ensuring the maintenance of accurate records and files.
- Development and provision of CRM training and related materials to all Homeless Law users, including pro bono lawyers and staff.
- Supporting the operationalisation of new processes developed for the CRM.
- Maintenance of internal CRM documents.
- Contributing to Homeless Law's continued operations and service delivery, including through data collection, collation, analysis and reporting.
- Assisting with the creation and maintenance of Homeless Law reporting templates.
- Contributing to the wider-service delivery and administration of Homeless Law, along with program and organisation-wide projects, as required.
- Escalating risk and legal practice management issues to Homeless Law's Senior Lawyer (Clinics Lead), Principal Lawyer or Manager.
- Contributing to Justice Connect's Reconciliation Action Plan Activities.
- Performing other duties as directed and necessary to the proper performance of the role.

This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of Justice Connect.



Selection criteria

Qualifications	<ul style="list-style-type: none">• Training and assessment – valued• Design, human centred design – valued• Project management – valued
Technical expertise	<ul style="list-style-type: none">• Database and relationship management system skills – essential, with Microsoft Dynamics 365 preferred• Advanced skills in Microsoft Office suite, particularly Microsoft Excel – essential• Skills in working with data, analytics and reporting – essential
Experience	<ul style="list-style-type: none">• Experience in project management and stakeholder relationships – valued• At least 2 years' experience in a comparable role, particularly in providing support in a fast-paced environment – valued
Knowledge, skills & attributes	<ul style="list-style-type: none">• Demonstrated ability to capture, analyse and present data and information in a meaningful manner.• Excellent attention to detail with the ability to multi-task, prioritise competing demands and meet deadlines under pressure.• An interest and appetite to learn new systems and processes• High-quality interpersonal skills, with demonstrated ability to build relationships and communicate with a range of internal and external stakeholders in a professional and respectful manner.• Dedication to the professional development of others• Highly motivated, with a strong work ethic, a positive attitude and demonstrated ability to work both independently and in a team• A commitment to Justice Connect's vision and values and an interest in social justice and human rights issues.

Employee benefits

Justice Connect offers employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, above award annual leave provisions and opportunities for professional development. Justice Connect is an organisation that strives to show leadership, operate sustainably and demonstrate our effectiveness. You will be rewarded with a workplace culture that is professional, committed, collaborative and creative and where you can make a real difference through your work.

Important information

For further information about Justice Connect and its work please visit www.justiceconnect.org.au. The application process is as follows:

- Applications should be addressed to **Cameron Lavery, Manager and Principal Lawyer, Homeless Law** and should comprise a cover letter, your resume, and a succinct statement outlining your suitability for the role with reference to the selection criteria.
- Applications should be emailed to hr@justiceconnect.org.au as a single word or PDF file including "Legal Administrator (Data Lead), Homeless Law via Justice Connect website" in the email subject line.
- Applications close at 9am, Thursday 27 August 2020.
- Interviews will be held remotely on Tuesday 1 September and Thursday 3 September 2020.

