

LEGAL ADMINISTRATOR

Homeless Law

Legal Administrator, 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.

Homeless Law is our specialist legal service for people experiencing or at risk of homelessness in Victoria. We work closely with pro bono lawyers to provide hundreds of people with legal representation, advice and information. Our services are client-centred and outreach-focussed, 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 complex needs.

In the Homeless Law Legal Administrator position, 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 who are experiencing or at risk of homelessness, including by assisting them over the phone to navigate what is often a challenging system.

If you are enthusiastic, focused and enjoy engaging with clients, 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 know our team and our organisation is stronger with a diversity of backgrounds and experience, including lived experience of the issues we work on. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.



Applications close 9am, Thursday 8 October 2020.



Position description

Position title	Legal Administrator, Homeless Law
Position reports to	Senior Lawyer (Clinics Lead) and Manager & Principal Lawyer, Homeless Law
Position Works in Close Collaboration with	Homeless Law staff, including legal administrators, social workers and lawyers
Employment status	12 month fixed-term contract (possibility of extension subject to funding)
Hours	Full-time @ 37.5 hours per week (1.0 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	9am, Thursday 8 October 2020
For further information	Cameron Lavery, Homeless Law Manager & Principal Lawyer, (03) 8636 4412

Role purpose

Under the direction of the Homeless Law's Senior Lawyer (Clinics Lead) and Manager & Principal Lawyer, and working closely with all Homeless Law staff, the Legal Administrator ensures the effective and efficient coordination of Homeless Law enquiries and service delivery, including legal casework files. The Legal Administrator also plays an active role in the provision of timely and professional services, so that access to the justice system is improved through pro bono legal assistance for people experiencing or at risk of homelessness.

Key responsibilities

- Triaging client enquiries to accurately assess eligibility for Homeless Law services and, where necessary, providing appropriate referrals and information.
- Engaging and communicating effectively with people experiencing challenging circumstances, including homelessness, housing insecurity, family violence, and overwhelming fines and debts, along with their support workers.
- Managing legal clinic bookings, including liaising with Homeless Law staff and pro bono lawyers, in-house social workers, community host agency staff and clients to make and confirm appointments.
- Providing ongoing support related to Justice Connect's new Customer Relationship Management (CRM) system, Microsoft Dynamics 365, particularly ensuring the maintenance of accurate records and files, including gathering information about clients' legal matters, conflict checking, recording file notes, and contributing to file archiving.
- Overseeing incoming and outgoing communications for Homeless Law, including telephone calls, emails and mail.
- Supporting pro bono lawyers and team leaders to undertake work for Homeless Law clients, for example following up on enquiries, providing guidance/support on administrative issues and those related to the CRM, assisting with booking interpreters, and offering current policies and procedures.



- Recruitment and day-to-day supervision of student volunteers who assist with triage, enquiries, research and administration.
- Contributing to Homeless Law's continued operations and service delivery, including through accurate and timely data collection, collation, analysis and reporting.
- Coordinating meetings, training and events (logistical issues, registration, distribution of materials, arranging venues or digital platforms).
- 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 and technical expertise	<ul style="list-style-type: none"> • Advanced skills in Microsoft Office suite, particularly Microsoft Excel – essential • Skills in working with data, analytics and reporting – essential • Database and relationship management system skills, with Microsoft Dynamics 365 preferred – valued
Experience	<ul style="list-style-type: none"> • At least 2 years' experience in a comparable role, particularly providing high quality administrative support in a fast paced environment – essential • Experience working with a diverse range of clients and stakeholders, including help-seekers experiencing challenging circumstances and complex vulnerabilities – essential
Knowledge, skills & attributes	<ul style="list-style-type: none"> • Demonstrated ability to communicate effectively with clients and help-seekers experiencing challenging circumstances • 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 • Excellent attention to detail with the ability to multi-task, prioritise competing demands and meet deadlines under pressure • Highly motivated, with a strong work ethic, a positive attitude and demonstrated ability to work independently and support others to achieve tasks. • 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, Homeless Law Manager and Principal Lawyer**, 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, Homeless Law via Justice Connect website” in the email subject line.
- Applications close at 9am, Thursday 8 October 2020.
- Interviews will be held on Monday 12 October 2020 (2–5pm) & Tuesday 13 October 2020 (9.30am–12.30pm).

