

Manager and Principal Lawyer – Service Delivery *Access Program*

About Justice Connect

An exciting opportunity has arisen to join one of Australia's most successful public interest and social justice organisations. In the face of rising levels of unmet legal need, Justice Connect designs and delivers high impact interventions to increase access to legal support and progress social justice. We are committed to taking an impact-focused approach, applying research and design principles to develop our products and services to ensure they make a tangible difference for our clients and sector peers.

We deliver services that assist both people and community organisations. Those we assist often struggle to navigate the law, are unable to use the law in their daily lives and experience the impacts of harsh and unjust laws. We aim to prevent and to solve legal problems so that we can prevent the negative impacts on people's lives and organisations and empower the community to use the law as a force for good.

Given the scale of the challenges we address, we use digital innovation to extend our reach and impact, supporting us to be more efficient and accessible, while helping us capture and use data to better understand legal need and underlying systemic issues.

We harness the extraordinary pro bono contributions of over 50 member firms and the barristers we work with across the country. We channel pro bono effort through our innovative service models to ensure that pro bono hours deliver real impact for the community.

We develop strategic interventions to help address the system-level drivers of legal problems and barriers people face when engaging with the legal system. By addressing root causes of flawed or unfair laws and poorly designed systems, we prevent the long-term challenges that people and organisations continue to face.

Our creative and passionate staff drive us forward with a commitment to evaluation and iteration that ensures our impact increases year on year.

Our team - Access Program

Justice Connect's Access Program is a multidisciplinary team of 20 staff with in-house legal, data, project, and design expertise. We collaborate to increase access to legal assistance and progress social justice by responding quickly to community need including in disaster response, prioritising financial and employment law problems, and scaling legal help with digital solutions, including our in-house developed digital platform, Justice Connect Answers (JCA). By identifying and responding quickly to emerging legal trends we strategically tackle legal need in the community. In all our work, we centre client experience and our commitment to maximise the impact of our interventions.

Our legal services use a range of approaches including specialist advice, pro bono referrals and online resources to help people experiencing legal problems. We also operate weekly pro bono clinics for help seekers involved in litigation in Victorian courts, Federal courts and VCAT. As a team, we leverage innovative technology and our network of over 10,000 pro bono lawyers that assist in delivering our legal services. We help across a wide range of areas of law and at all stages of legal issues. We have expertise in dealing with issues that have escalated to court proceedings with a long history of running court-based services across a range of jurisdictions.

Our ideal candidate...

You'll bring to the team experience in the following areas:

- A minimum of five years unsupervised practice (hold a principal practising certificate)¹

¹ The role oversees practice management and risk identification.



- Leading legal service delivery including intake, triage and provision of legal assistance² to vulnerable and disadvantaged members of the community
- Planning, monitoring and evaluating service delivery and associated budgets informed by service research and data analysis
- Managing staff and leading a team, including building the culture and mindset of a team
- Complex stakeholder engagement with key partners in relation to legal services and government and philanthropic funders³
- Policy and strategic work focused on addressing system-level issues and improving the justice sector

Expertise that you may have that would support our team:

- Post admission experience in relevant areas of civil law, including credit and debt, judicial reviews and appeals and/or general contractual and commercial disputes
- Experience in running services and projects to time, within budget⁴ and with multiple stakeholders
- Leading continuous improvement of a legal service and supporting change in the team
- Skills in working with data, analytics and reporting tools

Candidates will need to demonstrate commitment to Justice Connect’s vision, strategy and values.

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.

Key outcomes to deliver

In this role, you’ll work to:

- Lead a strong legal practice to execute the Access Program Strategy priorities of assisting more help seekers, strengthening capabilities in responding to emerging legal issues, and consolidating the program’s focus on employment and financial rights
- Build strong stakeholder relationships to maintain confidence in our legal services, innovative approaches and to underpin service delivery collaboration
- Manage funding for service delivery and identify and pursue new projects and funding opportunities
- Identify and respond to risks and issues impacting stakeholder relationships, service delivery and projects
- Contribute to organisational activities and projects including Justice Connect’s Reconciliation Action Plan activities.
- Embed Justice Connect’s values in the work of the team, and promote staff wellbeing, diversity and cultural competency.

² This includes service planning and monitoring. The legal service model includes intake, triage, legal information, legal advice, referrals, preparation of briefs for pro bono partners, secondary consults. It also includes the preparation of training resources and delivering training to support high quality service provision.

³ This can include promoting and publicising the program and Justice Connect at public forums and contributing to external publications

⁴ The role assists with governance, fundraising, reporting and evaluation requirements for the program and Justice Connect Board and/or external funders.



A week in this role

If you were here last week, you would have:

- Participated in a meeting with key court stakeholders on Justice Connect's services for self-represented litigants and sought stakeholder input into service planning for 2022
- Reviewed and signed off legal briefs dealing with complex legal problems prepared by the team for pro bono lawyers delivering assistance via Access Program clinics
- Provided legal service delivery input into the development of a pilot project trialling the provision of earlier legal assistance to help seekers with domestic building disputes
- Met with the Access Program leadership team to review fortnightly service data and staff insights to support decision making on how to further improve our intake and triage processes
- Identified and explored an opportunity for a pro bono firm to collaborate with Justice Connect on a strategic engagement project
- Held weekly catch ups with staff reporting to the role and supported induction of a new lawyer in the team
- Caught up with colleagues for an end of week remote 'drink' and chat on Friday afternoon

Important information about the role

The position reports to the Head of Access Program

Employment is full time (37.5 hours per week) ongoing.

The salary for this role is \$110,580.38 per annum (plus 10% superannuation) with annual leave loading and generous salary packaging options.

Location

This role can be based at our Melbourne office on level 17, 461 Bourke Street, or our Sydney office on level 5, 175 Liverpool Street, Sydney NSW 2000 with remote working flexibility available.

Currently full time remote until 2022.

How to apply

To be considered, please send us your **resume and a cover letter** answering the following questions:

1. Tell us about a legal service or project you have effectively led a team to deliver. What was the service or project and what was its impact?
2. Tell us about a difficult stakeholder problem you've solved. What did you do to manage the situation effectively? What would you do differently next time and why?
3. Tell us about a time you have identified a necessary change (e.g. service improvement) – what was the evidence for the change and how did you support staff (and/or peers) to adopt the change successfully?
4. Tell us about two key areas of expertise you would bring to this role to support Justice Connect's aims?



Applications should be addressed to **Amy Schwebel, Head of Access Program** and emailed to hr@justiceconnect.org.au as a **single word or PDF file** including “**Manager and Principal Lawyer – Service Delivery**” in the email subject line.

For further information contact Amy Schwebel, Head of Access Program (03) 8636 4453.

Applications close 5:00pm on Monday 29 November 2021.

Interviews will be held on Thursday 2nd December 2021.

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.

For further information about Justice Connect and its work please visit www.justiceconnect.org.au

