

Homeless Persons' Liaison Officer

Homeless Law

Homeless Persons' Liaison Officer, Homeless Law

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.

We are currently seeking a **Homeless Persons' Liaison Officer** to play a key role in delivering a range of high quality non-legal assistance through Homeless Law, which is our specialist, holistic legal service for people experiencing or at risk of homelessness in Victoria.

If you have significant knowledge of the Victorian housing and homelessness sectors, experience working with clients involved in the justice system and in or exiting prison, excellent interpersonal and communication skills, and a desire to make a difference for social justice, we look forward to hearing from you. Previous experience in a legal service-setting is not specifically required for this role.

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, Friday 28 January 2022.



Position description

Position title	Homeless Persons' Liaison Officer, Homeless Law
Position reports to	Homeless Law Manager and A/Head of Community Programs
Position works in close collaboration with	Women's Homelessness Prevention Project Liaison Officer and Homeless Persons' Liaison Officer, Homeless Law; Homeless Law legal administrators and lawyers.
Employment status	12-month fixed-term from March 2022, backfill position
Hours	Full-time @ 37.5 hours per week (1.0 FTE) (0.8 FTE applications also considered)
Salary	\$83,733 per annum (pro rata), plus 10% superannuation, annual leave loading and generous salary packaging options (SCHADS level 5)
Location	Level 17, 461 Bourke Street, Melbourne VIC 3000 (hybrid working arrangements) Subject to COVID-19, this position also requires outreach work to courts, tribunals, and other locations around Melbourne.
Closing date	9am, Friday 28 January 2022
For further information	Contact Cameron Lavery, Homeless Law Manager and A/Head of Community Programs, cameron.lavery@justiceconnect.org.au or (03) 8636 4412

Role purpose

This Homeless Persons' Liaison Officer (**HPLO**) role will work closely with Homeless Law's existing social workers, the HPLO and the Women's Homelessness Prevention Project (**WHPP**) Liaison Officer, to:

- assist court users' experiencing or at risk of homelessness, including people in or exiting prison, to engage with justice services (courts, tribunals, Fines Victoria, police, correctional and legal services) and to access non-legal supports;
- help women facing homelessness with non-legal issues that place their tenancies at risk; and
- provide guidance, training, resources and other targeted supports to Homeless Law pro bono lawyers and key stakeholders.

Key responsibilities

1. Targeted interventions

- Provide a range of targeted interventions and services to court users who are experiencing or at risk of homelessness, including:
 - Assisting them to understand the requirements of their court attendance, engage with legal services, engage in court processes and access court.
 - Helping them to maintain or obtain housing and making referrals to housing services and supports as appropriate.
 - Making referrals to other non-legal services according to their needs.
 - Advocating with existing non-legal and legal services on their behalf.
 - Offering brief periods of intensive support to people who have experienced prison, and to women facing homelessness.
 - Liaising with legal representatives, court staff, police and others involved in the judicial process.
- Deliver secondary consultations to Homeless Law pro bono lawyers about non-legal issues impacting on clients, and use an established-process to address 'lost contact' requests related to Homeless Law clients.

Note: this HPLO role provides targeted interventions that are flexible, short-term and on a needs-basis, and it will also involve some case-management.



2. Engagement with key stakeholders

- Develop and maintain strong working relationships with key stakeholders, including justice services staff, community lawyers, and community-based support and health services. This includes providing secondary consultations and targeted referrals related to non-legal and legal issues.
- Contribute to awareness-raising, educational activities and resource development for Homeless Law pro bono law firms, Homeless Law community partner agencies, members of the community, government, and other stakeholders.

3. Reporting and financial

- Maintain accurate case files and related documents, record statistics, and assist with reporting, including for external funders and the Justice Connect Board, and governance requirements.
- Manage brokerage funds for expenses directly related to Homeless Law clients and other funds (such as HPLO project costs) as required, and contribute to periodic reporting on expenditure.

4. Other duties

- Contribute to Justice Connect's Reconciliation Action Plan activities.
- Perform other duties and assist with Justice Connect's organisation-wide projects and processes as directed and necessary for 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 and Homeless Law.

Selection criteria

Qualifications	<ul style="list-style-type: none">• A tertiary qualification in social work, social sciences or other related discipline.
Experience	<ul style="list-style-type: none">• Experience working in housing and homelessness, and/or knowledge of Victoria's homelessness and housing-service sector, including the Opening Doors Framework, crisis accommodation, transitional, community and public housing.• Experience working with clients who have matters in Victorian courts and tribunals, and with clients who are in or exiting prison (noting that previous work in a legal service-setting is not specifically required for this role).
Knowledge, skills & attributes	<ul style="list-style-type: none">• Well-developed interpersonal and client management skills, including in working with individuals who have complex needs and challenging presentations.• High-quality verbal and written communication skills, including capturing and collating data, contributing to reporting, and delivering training.• Skills in MS Office software, appointment scheduling, and the use of Customer Relationship Management (CRM) and case management platforms.• Ability to maintain confidential and accurate records.• Demonstrated ability to work autonomously as well as collaboratively in a multi-disciplinary team environment.• Highly-motivated and diligent, with excellent time and task management skills• A commitment to Justice Connect's strategy, 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 A/Head of Community Programs**, 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 “Homeless Persons’ Liaison Officer, Homeless Law” in the email subject line.
- **Applications close at 9am, Friday 28 January 2022.**

