

Lawyer – Service delivery, products and online

Access Program

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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.

Justice Connect's **Access Program** is a multidisciplinary team of 20 staff with in-house legal, data, project, and service design expertise. We collaborate to increase access to legal assistance and progress social justice by responding quickly to a wide range of legal problems with a particular focus on disaster response, financial rights and employment law problems. 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 legal services use a range of approaches including specialist advice, pro bono referrals (leveraging our network of over 10,000 pro bono lawyers) 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.

Our strategy commits us to identifying ways to scale legal help with digital solutions, including our in-house developed digital platform, Justice Connect Answers (JCA). We seek to identify and respond quickly to emerging legal need in the community. In all our work, we centre client experience and our commitment to impact.

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 5:00pm, Tuesday 22 February 2022

Position description

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| Position title | Lawyer – Service delivery, products and online |
| Position reports to | Principal Lawyer – Innovation (and temporarily to Senior Lawyer while recruitment for the Principal Lawyer is finalised) |
| Position Works in Close Collaboration with | Project Data and Engagement Leads, Manager – Innovation, Manager & Principal – Services |
| Employment status | Ongoing |
| Hours | 37.5 hours per week (1.0 FTE), part-time by agreement |
| Salary | \$91,098.38 per annum, plus 10% superannuation, annual leave loading and generous salary packaging options (lawyer, level 2). |
| Location | <p>Level 17, 461 Bourke Street, Melbourne VIC 3000.</p> <p>Applicants seeking to work from the Sydney office on level 5, 175 Liverpool Street, Sydney NSW 2000 will also be considered.</p> <p>* Justice Connect staff are currently working remotely. From April 2022 (pending developments in the COVID-19 pandemic public health response) staff will begin returning to the office for 25 percent of their working month (minimum).</p> |
| Closing date | 5:00pm Tuesday 22 February 2022 |
| For further information | Contact Amy Schwebel, Head of Access Program on (03) 8636 4453 |

Role purpose

The Lawyer role:

- delivers services to vulnerable and disadvantaged members of the community, through both one-to-one and one-to-many assistance, with a particular focus on our Domestic Building Legal Service (DBLS) and Justice Connect Answers (JCA).
- assists with maintenance and development of new self-help tools and digital interventions to scale assistance in response to unmet legal need.
- provides subject matter expertise to our innovation work focused on service improvements and working effectively with stakeholders with an initial focus on implementation of recommendations arising from evaluations of both DBLS and JCA.
- monitors for emerging trends in the types of legal problems and challenges encountered by vulnerable help-seekers to support strategic work focused on addressing system-level issues and improving access to justice.

Key responsibilities

- Provide legal assistance to help seekers across Access Program, including taking a clinic lead role in the Domestic Building Legal Service and Justice Connect Answers. This includes providing, checking and supervising (through a Nominated Person delegation) the intake and delivery of unbundled legal services delivered by the Access Program.
- Manage lawyers and paralegals, as required.
- Together with the Innovation Manager and Principal Lawyer – Innovation, collaborate on Access Program initiatives focused on responding to emerging legal needs and continuous improvement.

- Work as part of a team to pilot service delivery as part of identified new approaches and projects being trialled.
- Design and develop online resources and tools in line with strategy to increase the number of people that the team assists and deliver a multi-channel and multi-intensity approach.
- Contribute to monitoring and evaluation of service delivery and program projects
- Build and maintain stakeholder relationships
- Support the leadership team of the program to implement the team and organisational strategy, including collaborating with other Justice Connect programs where required. This may involve work to improve how the team identifies and responds help seekers with multiple issues, the way in which the team collaborates to respond to need, and how it identifies efficiencies and opportunities for impact.
- Escalate risk and legal practice management issues to a Principal Lawyer or Manager.
- Contributing to Justice Connect's Reconciliation Action Plan activities.

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

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| Qualifications | <ul style="list-style-type: none"> • Hold an unrestricted practising certificate with a minimum of one year's unsupervised practice. |
| Technical expertise | <ul style="list-style-type: none"> • Post admission experience in all or some of the relevant areas of civil law, including building disputes, credit and debt, judicial reviews and appeals and general contractual and commercial disputes (desirable) • Advanced skills in Microsoft Office suite (essential) • Product and service design expertise (desirable) • Skills in working with data, analytics and reporting, including Google Analytics (desirable) • Skills in website management and experience with Wordpress (valued) |
| Experience | <ul style="list-style-type: none"> • Demonstrated experience in legal service delivery • Experience in reporting against monitoring and evaluation frameworks and applying insights and findings to deliver program iteration. • Experience in human-centred design (desirable) • Experience in project delivery including using methodologies such as agile (desirable) • Experience working with technology products (desirable) |
| 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 • Sound technical skills, and interest and appetite to learn new systems and processes • Analytical, systems thinker and problem-solver • Data-driven and demonstrated ability to synthesise insights |



- Commitment to Justice Connect's vision, strategy and values, including a commitment to social justice
- Curiosity, flexibility and open mind, and comfort working in ambiguity and an environment of change
- Impact and outcome focused, making evidence-based decisions
- Highly motivated, a positive attitude and demonstrated ability to work both independently and thrive in a team and collaborative work environment
- Excellent time management skills, ability to stay focussed and calm under pressure, ability to meet deadlines
- Highly motivated, well organised and excellent attention to detail

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 **Amy Schwebel, Head of Access Program**, 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 "**Lawyer – Service delivery, products and online**" in the email subject line.
- Applications close at 5:00pm Tuesday 22 February 2022.

