

Manager – Innovation

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 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 preparedness and 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.

Our ideal candidate...

The **Manager – Innovation** leads a team of staff that support continuous improvement of Access Program services informed by research, data and collaboration with legal practice roles to ensure we are providing impactful and responsive services. The role will lead the development and oversee delivery of human-centred design and innovation initiatives to deliver the Access Program Strategy, with a particular focus on responding to emerging legal problems and scaling our services.

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

- A tertiary qualification in law, design, project management, evaluation, social impact or other relevant area of study
- Project management and design, product or service design experience
- Experience with consumer service delivery and use of service design, strategy design or human centred design practices to improve services
- Experience in designing and executing monitoring and evaluation frameworks and applying insights and findings to deliver program iteration
- Experience leading and working with an interdisciplinary team

Expertise that you may have that would support our team:

- An impact and outcome focus, demonstrated ability to make evidence-based decisions, curiosity, flexibility and responsiveness
- Excellent communication skills and the ability to successfully build and manage key relationships, including relationships with funders, pro bono partners, sector partners and colleagues
- Legal practice knowledge or expertise
- Experience designing and working with technology products
- Experience seeking and managing government and philanthropic funding

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

The successful applicant will bring relevant experience to the role to:

- Lead continuous improvement and innovation initiatives, including project and people management
- As part of the Access Program leadership group, build the culture and mindset of the team.
- Engage with service research and data to identify opportunities for service improvement or new projects
- Create a pipeline of innovation initiatives
- Manage a multidisciplinary team focused on innovation and continuous improvement
- Manage funding for projects, together with the Head, including participation in budget management
- Engage with stakeholders on innovation projects
- Evaluate the impact of innovation initiatives
- Collaborate with the Justice Connect Engagement and Innovation Program
- Contribute to organisational activities and projects as required
- Contribute to Justice Connect's Reconciliation Action Plan activities
- Together with other Managers and Heads, help ensure that Justice Connect promotes staff wellbeing, diversity, cultural competency and Aboriginal and Torres Strait Island Peoples' right to self-determination.

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.

A week in this role

If you were here last week, you would have:

- Met with project staff to discuss implementation of a pilot initiative trialling earlier identification of help seeker legal issues and referrals by a key stakeholder to Justice Connect
- Convened an internal discussion on the evaluation of our Justice Connect Answers (online legal advice clinic) to discuss next steps in the pilot and implementation of evaluation findings
- Met with a funder to provide an update on a funded service re-design project
- Progressed implementation of process improvements that will better support identification of emerging legal issues to inform the pipeline for new self-help resource development
- Met with the legal staff delivering legal assistance to people experiencing elder abuse to discuss any issues arising in the service and opportunities to deepen collaboration with referral partners
- 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
- Held weekly catch ups with staff reporting to the role and supported induction of a new lawyer
- Caught up with colleagues for an end of week remote 'coffee' and quiz 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. Part-time arrangements will be considered.

The salary for this role is \$105,189.68 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.

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).

How to apply

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

1. Tell us about a project or initiative you designed and delivered to help improve an existing service. What was the evidence for the change and how did you support staff (and/or peers) to adopt the change successfully?
2. Tell us about a time you have identified the need for a new service or project. How did you demonstrate the need? How did you secure leadership (and/or funder) support for your initiative?



3. 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?
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 – Innovation"** in the email subject line.

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

Applications close 5:00pm on Tuesday 22 February 2022.

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

