

Service Designer

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.

Service Designer, Access Program

The **Service Designer** is a newly created role that will support strategic initiatives focused on improving Justice Connect services. The service designer will be a member of Justice Connect's 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.

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 9:00am, Wednesday 2 March 2022

Position description

Position title	Service Designer
Position reports to	Service Design Lead
Position Works in Close Collaboration with	Head of Access Program
Employment status	Fixed-term for 6 months
Hours	Full-time @ 37.5 hours per week (part-time negotiable)
Salary	\$68,961.27 per annum, plus 10% superannuation, annual leave loading and generous salary packaging options
Location	Level 17, 461 Bourke Street, Melbourne VIC 3000 or Level 5, 175 Liverpool Street, Sydney NSW 2000 * Hybrid working model
Closing date	9:00 am Wednesday 2 March 2022
For further information	Contact Amy Schwebel, Head of Access Program, amy.schwebel@justiceconnect.org.au

Role purpose

The **Service Designer** is a newly created role that will support strategic initiatives focused on improving Justice Connect services. The role will support the delivery of service design projects with a focus on:

- Justice Connect's intake and triage processes;
- the Access Program's service delivery model; and
- the role of digital tools to help scale assistance.

Priority projects are supporting the implementation of Justice Connect's strategy including our focus on extending reach and impact of our services through digital strategies and strategic engagement. Your technical expertise in human centred design will also contribute to a range of other service improvement initiatives. The role will collaborate with colleagues across Justice Connect including our Innovation and Engagement team and provides an exciting opportunity to build service design capability in the organisation.



Key responsibilities

- Provide human centred design expertise to the design and delivery of legal assistance services and other related activities to improve service efficiency, effectiveness, user-experience, engagement and access to legal assistance
- Identify service improvements informed by design research with quantitative and qualitative user experience data
- Work positively and collaboratively with Justice Connect program staff on service design and delivery improvements
- 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

Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in design or relevant experience in research, policy, community development, project management, law or a related field (desirable)
Technical expertise	<ul style="list-style-type: none"> • Expertise in service design, human centred design, design thinking, design research, co-design, and/or user experience (mandatory) • Experience using service design tools and methods, such storyboards, service blueprints and journey maps • Knowledgeable in design research, analysis, and synthesis to identify insights and opportunities • Ability to use, analyse and present quantitative and qualitative data to inform evidence-based service improvements • Stakeholder management, collaboration, facilitation, and co-design skills
Experience	<ul style="list-style-type: none"> • Relevant experience in the legal, social services, health, or other sector (highly desirable) • Demonstrated experience and understanding of cultural norms in working with Aboriginal and Torres Strait Island clients (desirable)
Knowledge, skills & attributes	<ul style="list-style-type: none"> • Strong problem solving, research and analytical skills. • Good at working in multidisciplinary teams, and able to work independently • Able to manage your own workload and flexible to adapt to changing demands • Strong commitment to social justice • Adaptability, curiosity, and a willingness to learn and apply new approaches and techniques. • Commitment to Justice Connect's vision, strategy, and values, including a commitment to social justice

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 “**Leanne Ng, Service Design Lead / Acting Manager - Innovation**” 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 “**Service Designer, Access Program**” in the email subject line.
- Applications close at 9:00 am Wednesday 2 March 2022

