



Position title	Manager Legal Services
Group	Legal Services
Employment status	Full time, ongoing
Salary Range	Circa \$130k per annum
Position reports to	Director Legal Services
Location	Abbotsford
Delegation	Managing Lawyers

Organisation environment

Djirra¹ is an Aboriginal Community Controlled Organisation with over 20 years' experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women's strength and resilience. We are committed to a future without family violence.

We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do.

Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women's resilience.

We are an active member of the National Family Violence Prevention and Legal Services Forum, the peak body for Aboriginal and Torres Strait Islander people who are experiencing or at risk of family violence.

Role purpose

The purpose of this position is to

- Lead, plan and manage the provision of high quality, culturally safe, client-focused, holistic legal assistance across Victoria in collaboration with Managing Lawyers
- Foster a positive, staff supportive culture and oversee effective staff management and support
- Manage risk and ensure compliance with legal, professional and accreditation requirements
- Contribute as a member of the Management team to organisational development, planning and management.

Key accountabilities

Service Leadership and Management

- Lead the development, fostering and modelling of a culturally safe, client-focused, staff-supportive service culture
- Ensure effective delivery of Djirra's culturally safe, holistic Legal Services model
- Collaborate with other service managers to ensure client's experience a holistic approach and integrated service delivery across Djirra's services and supports
- Provide leadership, management, and support to direct reports, involving them (where appropriate) collaboratively in the leadership and management of Legal Services
- Maintain a presence in areas where Legal Services teams are based

¹ Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.

- Ensure appropriate policies, procedures, guidelines, protocols and systems are established and implemented for the management, delivery and recording of Legal Services, and are consistent with organisational policies and systems, in collaboration with the Director Legal Services
- Maintain an awareness of Legal Services budget and ensure collaboration with Djirra Finance and Operations teams
- Lead Managing Lawyers to develop and monitor Legal Services plans, initiatives, and opportunities in line with Strategic and Operational Plans in collaboration with Director Legal Services
- Monitor, evaluate and improve Legal Services, preparing reports to relevant stakeholders, management and the Board where required
- Participate in the Management team, actively contributing to organisational development, planning and management as required
- Inform and advise the Director Legal Services, and where relevant the Management team, of key legal developments and service delivery challenges

Supervision of Service Delivery

- Ensure supervision of all legal work (including file management & reviews, and conflict checks) is undertaken by Managing Lawyers to ensure Djirra clients are provided a high standard of legal and non-legal services
- Pursuant to the NACLC Risk Management Guide, oversee community legal education (CLE) activities, ensure legal accuracy of CLE content, and work alongside other Djirra program areas to identify priorities and trends as informed by legal casework.
- Ensure appropriate processes are in place for accurate recording of Legal Service activities (data collection, case studies) in Djirra's information systems
- Establish and monitor KPIs for Legal Services (including case-load) in line with industry standards, funding requirements, management requirements and OHS requirements
- Maintain a small case load, where appropriate and at discretion, of complex, sensitive and/or strategic matters
- Ensure Legal Services compliance with Djirra complaint, privacy, child safety and information barrier policies

Human Resources

- Oversee all aspects of staff management within Legal Services, including recruitment, ongoing support, professional development and performance management, with the support of Legal Practice Standards Co-ordinator and Human Resources
- Collaborate with Legal Practice Standards Co-Ordinator to oversee volunteer management within Legal Services
- Create and implement a clear framework of meetings within Legal Services with Managing Lawyers and other direct reports.

Stakeholder Engagement

- Establish, support and monitor a Legal Services community and stakeholder engagement and management framework in collaboration with the management team
- Manage relationships and partnerships with key Legal Services stakeholders and other stakeholders as delegated by Director Legal Services

Law Reform, Policy and Advocacy

- Work in collaboration with the Manager Policy and Advocacy to implement and monitor systems for capturing systemic issues and trends in issues faced by Legal Services clients
- Work in close collaboration with the Manager Policy and Advocacy in the identification of law reform and policy issues
- Contribute to law reform, written policy submissions, and inquiries
- Attend meetings and consultations as required, including involvement with professional and peak bodies
- Review media releases, social media and advocacy material containing legal content
- Plan and conduct, high impact strategic litigation
- Participate in National FVPLS Forum issues and activities as required at the direction of Director Legal Services

Compliance and Risk

- Ensure Legal Services comply with all legal, ethical and professional obligations set out in the NACLC Risk Management Guide, relevant laws, and Victorian Legal Aid Panel requirements
- Oversee NACLC accreditation, PII Insurance, delegations and audits in collaboration with the Director Legal Services, Operations Manager and Finance Manager
- Ensure compliance with Trust Account legislative and reporting requirements as required



- Ensure Legal Services comply with DHHS accreditation requirements (where relevant to legal service delivery) in collaboration with the Operations Manager
- In collaboration with Legal Practice Standards Co-ordinator, ensure that all practicing certificates are maintained
- Brief the Director Legal Services regularly on areas of risk in Legal Services

Technical Requirements

- Supervising Legal Practitioner with Principal Practicing Certificate
- As required, to be responsible person under NACLIC Standards and Risk Management

Decision Making Authority

- All decision making within scope of responsibilities and budget allocations
- Recognise when to involve/escalate to Director Legal Services

Travel

- This position will require you to travel to other Djirra metro and regional locations as required.

Key selection criteria

Professional / Functional Skills	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated leadership and strategic thinking skills, including the capacity to lead and drive change, manage managers, and coordinate responses to external changes and feedback. • Demonstrated ability to build and foster a positive and supportive work environment. • Demonstrated ability to communicate effectively with and gain the confidence of Aboriginal and Torres Strait Islander people, particularly women, in areas of extreme personal and cultural sensitivity. • Ability to liaise effectively with a wide range of Aboriginal and Torres Strait Islander and mainstream agencies, organisations and groups. • Demonstrated knowledge and understanding of the nature and consequence of family violence in Aboriginal and Torres Strait Islander communities, particularly in relation to women and children. • Well-developed case work and advocacy experience in family law, family violence law, child protection and/or victims of crime assistance. • Demonstrated ability to develop, implement and evaluate service delivery projects and community education programmes. • Understanding of, and commitment to, the work of community legal assistance providers. <p>Desirable</p> <ul style="list-style-type: none"> • Experience working within the community sector.
Competency	<ul style="list-style-type: none"> • Advanced PC skills, including strong familiarity with MS suite of tools.
Technical Skills	<ul style="list-style-type: none"> • Superior oral and written communication, negotiation and influencing skills. • Ability to motivate people and to create and drive change. • Ability to elicit cooperation from a wide variety of sources, including senior management and other areas of the organisation. • Creativity in problem solving and conflict resolution. • Team orientation. • Highly organised with ability to plan, prioritise and complete own work efficiently and accurately with minimal supervision. • Able to display flexibility and sound decision making in response to the sometimes conflicting demands of multiple stakeholders/projects. • Capacity to think and plan strategically. • Ability to work under pressure. • Discretion and professionalism.





Qualifications

Essential

- You are a qualified legal practitioner holding, or eligible to hold, a Victorian principal practicing certificate
- A Working with Children Check Card
- A Police Check
- A current driver's licence

Workplace health and safety

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training e.g. – First Aid training, Fire Warden, etc.

Information about these policies is contained in Djirra's Human Resources Policy Manual.

We are a Child Safe Organisations

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working with Children Check* (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

Other important information

Djirra's employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies is contained in Djirra's Human Resources Policy Manual.

All Djirra workers - including employees, volunteers, contractors, and students on placement - must either:

- be fully vaccinated against COVID-19, or
- hold a completed and signed Australian Immunisation Register medical exemption.

Djirra requires this of anyone who is working remotely or virtually with or for Djirra, as well as those working face to face. This is to ensure we are consistently promoting, supporting, and re-enforcing the importance of vaccination for the communities Djirra works with, and for all our staff.

We require evidence from each person we engage that they meet the requirements.



ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee Name:

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Employee Signature:

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Date: / /

Manager's Name:

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Manager's Signature:

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Date: / /

HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee's Performance File.
- Retain original completed form and any attachments on the employee's Personnel File.

Initials: _____

Date: / /