

Position title	Legal Practice Standards Coordinator
Group	AFVLS
Employment status	0.8, or full-time considered for the right candidate
Salary Range	As per SCHCADS Award
Position reports to	Director Legal Services
Location	Primarily in Abbotsford, with regular outreach to other Djirra locations (as directed)
Delegation	

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 Aboriginal Family Violence Legal Service (AFVLS) is a program of Djirra. AFVLS provides legal and non-legal assistance and facilitates access to justice for Aboriginal and Torres Strait Islander people who have experienced family violence or sexual assault. AFVLS’s legal services include advice, representation and advocacy in the areas of

- child protection
- family violence intervention orders
- family law; and
- victims of crime assistance.

AFVLS operates a culturally safe, trauma informed, holistic and intensive client service model. Clients are assisted by Lawyers and Paralegal Support Workers to access a variety of legal, social, psychological, cultural, health and other support services to address their complex needs and issues.

The Legal Practice Standards Coordinator, reporting directly to the Director of Legal Services, will work to ensure Djirra’s practice is compliant with standards, including privacy, FOI, complaints and legal professional obligations, and that Djirra’s legal service delivers the best possible assistance to Djirra legal clients.

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.



You will also be involved in some of the more complex and sensitive legal matters, management and resolution of complaints, compliance and providing supervision and mentoring to Djirra lawyers.

Key accountabilities

Legal Service Delivery

Lead and support high quality legal service provision by:

- maintaining our Legal Practice Guide, ensuring it aligns with our culturally safe and holistic Legal Services model
- oversight of the data entry and reporting obligations, and oversee the development of Monitoring and Evaluation processes to support continuous service improvement and outcomes measurement
- oversee the development and implementation of legal practice change, ensuring compliance with the Legal Practice Guide, providing feedback and contributing to the ongoing development of the legal practice
- oversee the implementation of improved file management systems including supporting the practice move to being a paper-less office
- in collaboration with the Managing Lawyers and Manager Legal Services, develop precedents and resources for internal use
- assisting with complex complaints and managing all aspects of the complaints process
- identify and respond to the needs of internal and external stakeholders, capturing and reporting emerging trends.

Compliance

Monitor and ensure compliance with all legal and professional obligations set out in the CLCA's Risk Management Guide, relevant laws and Victorian Legal Aid Panel requirements are met by:

- overseeing and providing advice, expertise and support to relevant staff in accordance with Community Legal Centres Australia's Risk Management Guide (2017), Uniform Professional Legal Rules, Victoria Legal Aid's Practice Standards and Djirra's policies
- providing support and guidance to Managing Lawyers and Manager Legal Services, as required
- providing practical legal advice to lawyers and where necessary implementing supports and/or training to improve practice standards, ensuring that Djirra's statutory obligations under privacy, data protection and freedom of information legislation are met at all times
- providing input with the development, implementation and evaluation frameworks, relevant policies and procedures
- being the first point of contact to respond on Djirra's behalf to court processes including subpoenas and notices to produce.
- complete regular file audits at all Djirra locations, and provide reports and updates back to Managing Lawyers where issues with practice standards or management are identified
- other duties as reasonably requested (including participation in relevant project work across Djirra) by the Director Legal Services
- briefing the Director Legal Services regularly of areas of risk

Training

- supervise and mentor legal staff by ensuring that processes, legal knowledge, practice skills, internal resources and processes are well maintained and up-to-date.



- Identify and provide regular and timely training and development opportunities

Decision Making Authority

- all decision making within scope of responsibilities
- recognise when to involve/escalate to Director Legal Services

Key selection criteria

Professional / Functional Skills

- Demonstrated ability to provide high quality and responsive legal advice and/or services to the legal team.
- Understanding of, and commitment to the work of community legal assistance providers.
- Ability to supervise, mentor and train staff and contribute to the development of individuals and their knowledge and skills in relevant law, and policy/process initiatives.
- Demonstrated knowledge and understanding of the nature and consequence of family violence in Aboriginal and/or Torres Strait Islander communities, particularly in relation to women and children.
- Experience in managing and resolving complex and sensitive complaints and disputes by using evidence to achieve fair and reasonable outcomes.
- Experience in implementing and evaluating new initiatives, programs or policy changes that deliver on intended results.
- Proven experience in providing effective training programs, reference materials and other resources in a legal setting.
- Previous experience in Complaint Handling (highly regarded)
- Previous experience in the following areas of law: family law, Child Protection, Intervention Order and victims of crime
- Current or previous VLA Panel Subscriber

Competency

- Superior interpersonal skills, including the ability to build and foster a positive and supportive work environment.
- Highly organised and the ability to prioritise and respond to competing requests from a range of internal and/or external stakeholders.
- Discretion and professionalism at all times

Technical Skills

- Advanced PC skills, including strong familiarity with MS suite of tools
- Previous experience with ATLAS (VLA)

Qualifications

- You are a qualified legal practitioner who has a current Victorian practising certificate is essential. Other post-graduate qualifications and specialisations are desirable
- A Working with Children Check Card
- A Police Check
- A current driver’s licence is essential. Some out-of-hours travel, regular regional travel and/or overnights may be required.

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



Sharing stories, finding solutions



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: / /

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Manager's name:

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Manager's signature:

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Date: / /

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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: / /