

WESTERN COMMUNITY LEGAL CENTRE LTD
Director of Operations and Strategy, Mortgage Stress Victoria
Position Description

Job Title	Director of Operations and Strategy, Mortgage Stress Victoria
General	
Vision	Westjustice believes in a just and fair society where the law and its processes don't discriminate against people, and where those in need have ready and easy access to legal education, information, advice, casework services, systemic advocacy and reform.
Mission	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
Reports to	Chief Executive Officer
Term	TBA
Scope	The Director of Operations and Strategy of Mortgage Stress Victoria is part of the WEstjustice senior leadership team. They are responsible for leading the expansion of our current service and overseeing the strategy and operations. They will be responsible for general operations, risk management systems and overall compliance, along with implementation of policies and procedures, resource allocation, financial management, recruitment and development of staff, and implementation of the strategic direction and objectives of the service. Over time they will also lead the establishment of an independent entity and structure.
Key Responsibilities/Expectations	
	<ul style="list-style-type: none"> • Lead the strategic and operations function to develop, expand and maintain the state-wide Mortgage Stress Victoria, including the establishment of an independent entity. • Drive the fulfilment of Mortgage Stress Victoria's objectives, including initiating and encouraging the reform of unjust or inequitable legal structures and processes, practicing preventative law, and affecting more than an individual solution to problems. • Oversee the development and implementation of Mortgage Stress Victoria's strategy and evaluation framework including anticipating and acting on events which may advance its purpose. • Oversee and manage the integrated multidisciplinary practice of Mortgage Stress Victoria • Manage the development and implementation of strategic priorities, including the establishment of an Operating Model to support a coherent and responsive approach to the needs of the community. • Lead the risk management system and overall compliance. • Oversee the implementation of policies and procedures. • Monitor the implementation and review of best practice working models. • Prioritise resource allocation that promotes greater impact, including appropriate infrastructure to support the work of Mortgage Stress Victoria (i.e. information and human resources systems). • Lead the delivery of services in accordance with agreed frameworks, standards, and budgets.

	<ul style="list-style-type: none"> • Lead Mortgage Stress Victoria in pursuit of a reliable funding strategy directed at medium and long term sustainability. • Oversee financial management system, development and implementation of the funding strategy, and annual and monthly Mortgage Stress Victoria budgets and forecasts. • Oversee the process of staff recruitment and people management, including employment, training, professional development, and wellbeing programs. • Ensure the relevant staffing and financial accountability requirements and reporting obligations are carried out, internally and to external funding bodies. • Promote innovation in program direction. Analyse, monitor, and respond as appropriate to relevant economic, social, technical, and legal trends and issues that could impact Mortgage Stress Victoria. • Enhance the public profile of Mortgage Stress Victoria work through involvement with relevant stakeholders, government bodies and organisations. • Oversee volunteer and student programs, community development projects, legal needs analysis, and engagement strategies. • Lead and/or make a significant contribution to internal WEstjustice/Mortgage Stress Victoria working groups and external networks and steering committees. • Lead and/or make a significant contribution to digital management strategy. • Lead and/or make a significant contribution to the development of the people and culture program of Mortgage Stress Victoria. • Oversee and refine Mortgage Stress Victoria's operations strategy. • Enable and support significant contribution to policy/systemic impact work. • Contribute to the organisation wide monitoring and evaluation program and manage allocation of resources. • Contribute to the implementation of the WEstjustice Strategy 2020-2023 and the Impact Areas 2020-2023. • Other relevant work as directed.
Qualifications & Skills	
Key Selection Criteria	<p>Mandatory</p> <ul style="list-style-type: none"> • Be eligible to hold a principal practising certificate in the state of Victoria. • Significant experience in the community and/or not for profit sector, particularly in community legal centres and in managing integrated multidisciplinary practice. • Demonstrated experience in a leadership role, and substantial experience in a policy development or influencing role, including: <ul style="list-style-type: none"> ◦ experience leading an organisation, team or impact area, including management and supervision of program managers, senior and junior staff; ◦ ability to handle and resolve challenging situations or issues; ◦ an ability to make reasoned, strategic decisions in a collaborative manner, including about competing priorities in a busy workplace; ◦ ability to work autonomously with limited direction from the CEO; ◦ ability to set and deliver work outcomes. • Significant experience in project development and fundraising, budget monitoring and financial acumen, with an ability to understand and address

	<p>the opportunities and challenges that face Mortgage Stress Victoria, including the development of a long-term funding strategy.</p> <ul style="list-style-type: none"> • High level of organisational awareness and understanding of political processes. • Demonstrated ability to work collaboratively and confidently to engage with a diverse range of stakeholders and to build strong partnerships. • Strong commitment to social justice and community engagement, including a demonstrated understanding of the social context of law and the issues faced by communities experiencing vulnerability and the ability to coordinate and lead systemic impact work. • Strategic, intellectual, conceptual and analytical thinking skills, with the ability to conceive, conceptualise and express innovative ideas with impact. • The ability to operate in a culturally diverse organisation with multiple external and internal stakeholders. • Highly developed interpersonal skills including networking, relationship and alliance building, and collaboration with a wide range of different institutions, interest groups, stakeholders and individuals in various settings including government, private and community sectors. • A collaborative, enthusiastic, motivational and team-oriented leadership style. • The ability to develop an open, respectful, accountable and non-threatening feedback culture. • Awareness of own impact and influence and use of it to improve the functioning of Mortgage Stress Victoria. • Well-developed communication, media and public speaking skills. • Demonstrated understanding of and commitment to WEstjustice's Vision, Purpose, Strategic Plan 2020-23 and Impact Areas 2020-23.
Other relevant information	<p>The successful applicant will be employed under the Social, Community, Home Care and Disability Services Industry Award 2010 with a probationary period of 6 months.</p> <p>To be eligible for this position, you must have a current work Australian rights (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa).</p> <p>You will be required to apply for and hold a current Working with Children's Check.</p> <p>Your Primary work location will be the Werribee Branch but may be required to work from other locations as directed from time to time.</p> <p>You will be required to travel independently, to and work from, other regional and metropolitan locations.</p> <p>Westjustice is committed to providing a providing a working environment without risk to the health of employees under the Occupational Health and Safety Act 2004 (Vic). The successful candidate will need to provide proof that they have been vaccinated against COVID-19 or have an exemption.</p> <p>Acceptable evidence includes:</p> <ul style="list-style-type: none"> • COVID-19 digital certificate (available via your myGov account) • WEstjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities. <p>WEstjustice is committed to being a culturally safe, responsive and respectful organisation. Our Reconciliation Action Plan (RAP) is integral</p>

	to these objectives and will provide the framework for our reconciliation journey. You can view our RAP at https://www.westjustice.org.au/about-us .
--	--

Last Reviewed: 24 February 2023

Next Review: 24 February 2024