



WESTERN COMMUNITY LEGAL CENTRE LTD

Program Manager – Consumer Law, Economic & Housing Rights Program

Position Description

Job Title	Program Manager – Consumer Law, Economic & Housing Rights Program
General	
Vision	Fairness, safety and justice for Melbourne's West
Purpose	We deliver targeted services and drive meaningful change
Reports to	Legal Director, Workers, Economic & Housing Rights Program
Term	Ongoing
Scope of the role	<p>This role is responsible for providing legal supervision and program management in relation to consumer law advice (including Australian Consumer Law, consumer credit, utilities and insurance), information, education and casework to workers, including people from newly-arrived communities, temporary migrant workers, young people, women experiencing family violence, and other identified worker groups experiencing disadvantage.</p> <p>The role involves management of our specialist consumer clinic, in addition management of the Settlement Justice Partnership, a generalist civil law program which works across two settlement services to assist recently-arrived humanitarian clients and their communities to access legal advice, assistance and representation in a supportive and familiar environment.</p> <p>The role is part of the Economic & Housing Program but will have the opportunity to work collaboratively with other programs and projects as needs arise.</p>
Key responsibilities/ expectations	<p>Contribute to the 2024-2027 Westjustice Strategy and Impact Areas by achieving the following deliverables:</p> <ul style="list-style-type: none"> • Develop and maintain innovative programs that seek to address the paradigm of disadvantage and unmet legal need through client centered services, programs and reform agendas. • Support the Legal Director to manage a team of legal and non-legal staff, by providing: <ul style="list-style-type: none"> ○ High quality legal services, case strategy and subject matter expertise support. ○ Management of staff including WIP supervision, mentoring, performance reviews, leave approval and overall wellbeing. ○ Strategic and solutions-based input and advice on a range of operational and practice management matters, including assisting with team resourcing, budgets, procedures and work practices. ○ Oversight as the nominated person with delegated authority for legal practice including supervision and sign off for legal advices, casework, file reviews, legal education content, court appearances and systemic impact work. ○ Assistance with funding and grant opportunities and contribute to the team and organisation's funding strategy ○ • Maintain a small caseload with strategic impact and provide representation in relevant Courts (as required). • Develop and maintain effective key stakeholder relationships across the Economic & Housing Rights (EHR) Program and broader organisation and represent Westjustice at external networks, working groups and steering

	<p>committees.</p> <ul style="list-style-type: none"> • Lead and manage projects and coordinate legal services, including developing and implementing monitoring and evaluation frameworks with appropriate methodologies, maintaining project data and ensuring reporting requirements are met. • Lead policy/systemic impact work, including proactively identifying law reform or policy issues and opportunities to make submissions. • Co-ordinate and deliver community legal education, information and outreach services. • Comply with all relevant laws and standards, including Westjustice policies, procedures, risk management processes and best practice guidelines. • Remain informed on contemporary developments in the law and identify opportunities for practice management improvements including updating templates, precedents and guides as required. • Contribute to continuous improvement to ensure ongoing efficiency and effectiveness. • Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalised groups. • Other relevant work as directed from time to time.
Key selection criteria	<p>Mandatory</p> <ul style="list-style-type: none"> • A law degree and an unrestricted Practising Certificate which entitles you to practise law in Victoria (or be eligible for an unrestricted Practising Certificate). • Significant legal practice experience and subject matter expertise in consumer and relevant civil law, including managing all aspects of casework and case management to a high standard • Technical legal and management skills, including: <ul style="list-style-type: none"> ○ experience supervising and mentoring legal staff and establishing and monitoring work outcomes; ○ the ability to handle and resolve challenging situations or issues; ○ aptitude to make reasoned, strategic decisions in a collaborative manner, balancing competing priorities in a busy workplace; ○ capability to work autonomously with limited direction from management. • Demonstrated understanding of high-quality legal practice management including compliance with CLCA Risk Management Guide and the implementation of best practice guidelines. • Demonstrated ability to work strategically and collaboratively to build strong stakeholder relationships and partnerships across sectors, to assist our clients. • Demonstrated ability to develop and coordinate systemic impact work such as drafting policy or law reform submissions, legal projects and programs with strategic impact. • Experience coordinating project work across multiple organisations and stakeholders • Ability to think and act strategically and with high integrity to meet clients and practice management needs • Ability to work autonomously, take initiative to progress program priorities including legal supervision, team management, meeting contract deliverables, completing project work, grant applications, funding proposals, program budgets and make sound judgements, with limited

	<p>direction of the Legal Director.</p> <ul style="list-style-type: none"> • Excellent written and oral communication skills and highly developed organisational and administration skills. • Ability to work effectively with clients, colleagues, relevant agencies and stakeholders. • Strong commitment to social justice, community education and engagement, including a demonstrated understanding of the social context of law and the issues faced by communities experiencing vulnerability and/or disadvantage. • Highly developed ability to listen to, engage with, and assist clients experiencing vulnerability and/or disadvantage. <p>Desirable</p> <ul style="list-style-type: none"> • A minimum of five years post-admission experience as a lawyer practising in some or all of the areas of consumer, insurance, banking, genergy, telecommunications or other relevant civil law. • Experience in complex advocacy, casework and litigation and an aptitude for strategic litigation, advocacy in court and law reform initiatives • Community legal education or equivalent experience including experience preparing and delivering high quality, effective presentations or training • Sound understanding of monitoring and evaluation methodologies • Demonstrated ability to lead and mentor staff in systemic impact work.
Other relevant information	<p>1. The successful applicant will be employed under the Victorian Community Legal Centres Multi Enterprise Agreement 2024-2027 with a probationary period of six months.</p> <p>2. To be eligible for this position you must have current rights to work in Australia (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa).</p> <p>3. You will be required to apply for and hold a current Working With Children Check. If you don't have one of these already you will be reimbursed for this cost.</p> <p>4. We are committed to removing barriers to employment for those with lived experience of the justice system, whilst we ask that all employees undertake a National Police check having a criminal conviction will not directly exclude you from gaining employment with us.</p> <p>5. Your primary work location will be the Westjustice Werribee Office. You will also engage in legal services at the Sunshine and/or Wyndham Magistrates Court. on a rostered basis. You may also need to work from other Westjustice offices or other outreach locations as required.</p> <p>You will be required to travel independently to, and work from, other metropolitan locations, including at partner agencies, outreach services, courts, and tribunals, as required for service delivery from time to time.</p> <p>Westjustice supports flexible work arrangements and has a policy which allows for hybrid work from home and office, in agreement with direct line manager.</p> <p>Westjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities.</p> <p>Westjustice is committed to being a culturally safe, responsive and respectful organisation. Our Reconciliation Action Plan (RAP) is integral 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</p>

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