

## WESTERN COMMUNITY LEGAL CENTRE LTD

### Program Manager - Tenancy, Economic & Housing Rights Program Position Description

Job Title	Program Manager – Tenancy, Economic & Housing Rights Program
<b>General</b>	
<b>Vision</b>	Fairness, safety and justice for Melbourne's West
<b>Purpose</b>	We deliver targeted services and drive meaningful change
<b>Reports to</b>	Legal Director, Workers, Economic & Housing Rights Program
<b>Term</b>	Ongoing
<b>Scope of the role</b>	This role is responsible for providing legal assistance services, legal supervision, program management and team management in the Economic & Housing Rights Program
<b>Key responsibilities/ expectations</b>	<p>Contribute to the 2024-2027 Westjustice Strategy and Impact Areas by achieving the following deliverables:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Support the Legal Director to manage a team of legal and non-legal staff, by providing: <ul style="list-style-type: none"> <li>○ High quality legal services, case strategy and subject matter expertise support.</li> <li>○ Management of staff including legal advice and casework supervision, file reviews, WIP supervision, mentoring, performance reviews, leave approval and overall wellbeing.</li> <li>○ 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.</li> <li>○ Provide oversight as the nominated person for all legal matters including supervision and sign off for legal advices, casework, legal education content, court appearances and systemic impact work.</li> </ul> </li> <li>• Maintain a small caseload with strategic impact and provide representation in relevant Courts (as required).</li> <li>• Develop and maintain effective key stakeholder relationships across the Economic &amp; Housing Rights (EHR) Program and broader organisation and represent Westjustice at external networks, working groups and steering committees.</li> <li>• 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.</li> <li>• Comply with all relevant laws and standards, including Westjustice policies, procedures, risk management processes and best practice guidelines.</li> <li>• Remain informed on contemporary developments in the law and identify opportunities for practice management improvements including updating templates, precedents and guides as required.</li> <li>• Contribute to continuous improvement to ensure ongoing efficiency and effectiveness.</li> <li>• Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other marginalised groups.</li> <li>• Other relevant work as directed from time to time.</li> </ul>

<b>Key selection criteria</b>	<p><b>Mandatory</b></p> <ul style="list-style-type: none"> <li>• A law degree and an unrestricted Practising Certificate which entitles you to practise law in Victoria (or be eligible for an unrestricted Practising Certificate). Substantial demonstrated experience working in tenancy law as a subject matter expert.</li> <li>• Technical legal and management skills, including: <ul style="list-style-type: none"> <li>○ experience in complex advocacy, casework and litigation;</li> <li>○ experience supervising and mentoring legal staff;</li> <li>○ the ability to handle and resolve challenging situations or issues;</li> <li>○ aptitude to make reasoned, strategic decisions in a collaborative manner, balancing competing priorities in a busy workplace;</li> <li>○ capability to work autonomously with limited direction from management.</li> </ul> </li> <li>• Demonstrated understanding of high-quality legal practice management including compliance with NACLC Risk Management Guide and the implementation of best practice guidelines.</li> <li>• Demonstrated ability to work strategically and collaboratively to build strong stakeholder relationships and partnerships across sectors, to assist our clients.</li> <li>• Demonstrated ability to develop and coordinate systemic impact work such as drafting policy or law reform submissions, legal projects and programs with strategic impact</li> <li>• Ability to think and act strategically and with high integrity to meet clients and practice management needs</li> <li>• Ability to work autonomously, take initiative to progress program priorities including legal supervision, team management, project work, grant applications, funding proposals, program budgets and make sound judgements, with limited direction of the Legal Director.</li> <li>• Excellent written and oral communication skills and highly developed organisational and administration skills.</li> <li>• Ability to work effectively with clients, colleagues, relevant agencies and stakeholders.</li> <li>• 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.</li> <li>• Highly developed ability to listen to, engage with, and assist clients experiencing vulnerability and/or disadvantage.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• An aptitude for strategic litigation, advocacy in court and law reform initiatives</li> <li>• Community legal education or equivalent experience including experience preparing and delivering high quality, effective presentations or training</li> <li>• Legal operations and practice management skills and experience, including evidence of implementing new technology, processes, strategies or business practices</li> <li>• Understanding of monitoring and evaluation methodologiesDemonstrated ability to lead and mentor staff in systemic impact work.</li> </ul>
<b>Other relevant information</b>	<ol style="list-style-type: none"> <li>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.</li> <li>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).</li> <li>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.</li> </ol>

	<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 <a href="https://www.Westjustice.org.au/about-us">https://www.Westjustice.org.au/about-us</a></p>
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