

WESTERN COMMUNITY LEGAL CENTRE LTD

Tenancy Program Practice Manager Position Description

Job Title	Tenancy Program Practice Manager
Purpose	<p>To take a leadership role in a dedicated team of tenancy lawyers and provide exceptional service delivery to vulnerable tenants.</p> <p>They will support a team of lawyers by providing training and developing innovative ideas and partnerships to improve the lives of vulnerable tenants, in line with the strategic direction of WEstjustice.</p>
Reports to	Principal Lawyer
Scope	<p>The Tenancy Manager is part of a team of lawyers undertaking tenancy law work in Western Melbourne. Currently, our service is across the Footscray and Werribee offices, Docklands Library outreach and Study Melbourne outreach. The Tenancy Manager may work across these sites. Some out of hours work may be required.</p>
Key Responsibilities	<p>Practice Management</p> <ul style="list-style-type: none"> • Manage a best practice targeted, integrated and holistic tenancy law service, including: <ul style="list-style-type: none"> ○ As the nominated person for tenancy work, be ultimately responsible for reviewing and signing-off on all tenancy files; ○ Work with the WEstjustice Principal Lawyer/s to ensure compliance with WEstjustice wide risk management policies & procedures; and ○ Manage referral pathways internally and externally to other areas of WEstjustice and other relevant service providers. • Together with the Principal Lawyer, mentor and provide casework supervision to other members of the practice team; • Deliver high-quality tenancy-related legal services including VCAT representation, advice clinics, casework management, and holistic support for vulnerable clients; • Develop a training program for new tenancy team members induction; and • Analyse service evidence to identify trends, systemic issues and support broader advocacy work. <p>Program Management</p> <ul style="list-style-type: none"> • Oversee rostered team duties, including preparing a monthly roster with consideration to caseloads, VCAT hearings and to fulfil funding requirements; • Build and maintain relationships with key stakeholders, including

	<p>Consumer Affairs Victoria, Study Melbourne and/or similar partnerships;</p> <ul style="list-style-type: none"> • Coordinate regular team and well-being meetings; • Investigating/establishing an out of hours tenancy advice service; • Assist the Principal Lawyer to: <ul style="list-style-type: none"> ○ Develop partnerships and deliver projects; ○ Manage the Program's resources, including budgeting, sourcing funding opportunities or similar; ○ Oversee staff professional development and performance reviews including identifying training gaps/opportunities; ○ Undertake reporting and systems improvement as required; and ○ Contribute to the development of the Centre's strategic direction. <p>Other</p> <ul style="list-style-type: none"> • Participate in mentoring, networking and professional development opportunities; • Supervise and support tenancy volunteers; • Participate in regular team and whole-of-organisation meetings; • Contribute to legal education, development and engagement and advocacy and policy work as appropriate and required, and • Other tasks and duties as directed.
Key Selection Criteria	<p>Essential:</p> <ul style="list-style-type: none"> • Unrestricted current practicing certificate; • Minimum of 2-3 years experience in a senior/leadership position and/or having demonstrated leadership and management skills, including: <ul style="list-style-type: none"> ○ good judgement ○ ability to handle challenging situations and to make reasoned strategic decisions in a collaborative manner, including about competing priorities in a busy workplace; • Demonstrated tenancy law experience and familiarity of the <i>Residential Tenancies Act 1997</i> and related legislation; • Demonstrated compliance with NACLC Risk Management Guide and work towards best practice guidelines; • Demonstrated ability to work collaboratively to build strong stakeholder relationships and partnerships; • Excellent organisation and communication skills; • Have substantial experience in supervision, mentoring and training of junior lawyers, students and volunteers; • Commitment to social justice and community engagement: preferencing the standpoints of the marginalised groups we represent; • Highly developed ability to engage with, communicate with and assist vulnerable and/or disadvantaged clients; and • Strong understanding of the social context of the law and familiarity with legal and social issues faced by vulnerable and/or disadvantaged communities. <p>Desirable:</p> <ul style="list-style-type: none"> • Assertiveness, confidence and ability to engage with a diverse range of stakeholders, including the community sector;

	<ul style="list-style-type: none"> • Prior funding/grant experience; and • Prior experience in a project management role.
Skills required for success	<ul style="list-style-type: none"> • Leadership and management skills - good judgement, ability to handle challenging situations and to make reasoned strategic decisions in a collaborative manner, including about competing priorities in a busy workplace • Strategic thinking – ability to think and act strategically to: <ul style="list-style-type: none"> ○ meet the client's needs ○ implement the WEstjustice vision ○ work strategically with stakeholders ○ contribute to policy direction • Communication– excellent communication skills with clients, colleagues, and stakeholders. • Legal advocacy– excellent advocacy skills, either through courts, conciliation, and/or in negotiations with other parties. • Writing– excellent writing skills, evident from court documents, letters, submissions, and research work. • Professional ethics – act with high integrity, be client-focused, and driven by values centred on social justice. • Contribution to and knowledge of policy work; • Mentoring: a mentor to junior lawyers. • Teamwork – ability to work collaboratively and build on differing perspectives of others to enhance team efficiency and quality outcomes. • Case management – excellence in management of matters, including: <ul style="list-style-type: none"> ○ carriage of a large and/or complex caseload; ○ time management; ○ organisation; ○ risk management. • Reflects the culture of WEstjustice and works to our values including: <ul style="list-style-type: none"> ○ being a positive influence in the organisation; ○ working collaboratively in a team and not siloing; ○ being reliable and taking responsibility in respect of the practice. • Demonstrated ability to work collaboratively to build strong stakeholder relationships and partnerships; • Prior experience in a project/program management role; • Teamwork – ability to work collaboratively and build on differing perspectives of others to enhance team efficiency and quality outcomes. • Independence – requires little supervision and still consistently present outcomes with high integrity. • Demonstrated experience or ability to work with and supervise staff to ensure the quality of work produced is to a high standard.

Last Reviewed: 13 November 2019