

**WESTERN COMMUNITY LEGAL CENTRE LTD**  
**Lawyer, Mortgage Stress Victoria**  
**Position Description**

<b>Job Title</b>	<b>Lawyer, Mortgage Stress Victoria</b>
<b>General</b>	
<b>WEstjustice Vision</b>	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 quality legal education, information, advice and casework services.
<b>WEstjustice Purpose</b>	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
<b>Mortgage Stress Victoria Purpose</b>	To provide effective, multi-disciplinary help to Victorians in mortgage stress and contribute to stopping the systemic drivers and impacts of mortgage stress
<b>Reports to</b>	Legal Director, Mortgage Stress Victoria
<b>Term</b>	12 months (extension TBC once subsidiary organisation established)
<b>Scope</b>	You will be assigned to the Mortgage Stress Victoria Program, an integrated legal, financial and health wellbeing program assisting people experiencing mortgage stress and financial hardship across Victoria.
<b>Key Responsibilities/Expectations</b>	
	<ul style="list-style-type: none"> <li>• Provide legal advice and casework services to clients experiencing mortgage stress across a range of areas of law, including mortgage and consumer credit, debt, consumer law, general insurance, motor vehicle accidents, fines, family violence and economic abuse, family law, VOCAT, criminal law, property law, and employment law (under supervision).</li> <li>• Undertake rostered shifts on Mortgage Stress Victoria's client advice, information and triage phone line (under supervision).</li> <li>• Undertake computer operations including use of client management and telephony cloud-based software.</li> <li>• Establish and maintain client referral pathways with key industry, government and community contacts.</li> <li>• Contribute to involvement in external stakeholder relationships, networks and steering committees.</li> <li>• Compliance with WEstjustice's and Mortgage Stress Victoria's policies, risk management processes and best practice guidelines.</li> <li>• Contribute to team processes and systems to ensure we are running an effective integrated legal, financial counselling and social work practice.</li> <li>• Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other groups experiencing systemic marginalisation.</li> <li>• Student or volunteer supervision where appropriate.</li> <li>• Provide community legal education sessions to particular client and community groups.</li> <li>• Contribute to policy/systemic impact work as directed, including maintaining statistics, project reporting requirements, and drafting submissions.</li> <li>• Contribute to broader monitoring and evaluation work where appropriate.</li> <li>• Provide assistance on grant applications including basic research or collection of data, where appropriate.</li> <li>• Contribute to the implementation of WEstjustice's and Mortgage Stress</li> </ul>

	<p>Victoria's Strategy and Impact Areas.</p> <ul style="list-style-type: none"> <li>• Other relevant work as directed.</li> </ul>
<b>Qualifications &amp; Skills</b>	
<b>Key Selection Criteria</b>	<p><b>Mandatory</b></p> <ol style="list-style-type: none"> <li>1. A degree in law, and eligible for admission to practice.</li> <li>2. Ability to listen to, engage with, and provide holistic legal assistance to clients experiencing vulnerability or disadvantage.</li> <li>3. Strong commitment to social justice, including a demonstrated understanding of the social context of law and the issues faced by communities experiencing vulnerability and the ability to contribute to WEstjustice's and Mortgage Stress Victoria's systemic impact work.</li> <li>4. Knowledge and/or experience of the banking and finance sector, particularly owner-occupied home mortgage lending.</li> <li>5. Demonstrated ability to work effectively with a range of internal and external stakeholders.</li> <li>6. Demonstrated ability to work as part of a small team, both under the direction of senior employees and independently.</li> <li>7. Ability to supervise the work of volunteers and students.</li> <li>8. Ability to undertake community legal education work under direction.</li> <li>9. Excellent communication skills, including the ability to communicate complex information in a practical, accurate and understandable manner to potentially challenging clients in stressful and emotionally charged situations.</li> <li>10. Ability to adapt to change, working in a fast-paced, start-up environment.</li> <li>11. Understanding of and commitment to WEstjustice's Vision, Purpose, Strategic Plan and Impact Areas.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>12. Hold a valid Victorian Driver Licence.</li> </ol>

*Last Reviewed: February 2022*  
*Next Review: February 2023*