

WEstjustice

Job Title	Operations and Practice Manager
General	
Vision	WEstjustice believes in a just and fair society where the law and its processes don't discriminate against vulnerable people, and where those in need have ready and easy access to quality 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	CEO (Chief Executive Officer)
Term	See Contract
Scope	You will be assigned to the Operations Team for general supervision and support but will be provided with the opportunity to work across other programs and projects based on service requirements.
Key Responsibilities/Expectations	
	<ul style="list-style-type: none"> • Lead the development and implementation of high performing legal practice and establish efficient and effective systems across the organisation, including guidelines, processes, precedents and templates. • Manage the performance, compliance and wellbeing of Operations Team, including employees, volunteers, and students. • Manage and oversee the digital, data and case management system, including the triage, referral and intake processes. • Lead and manage the operations functions of the organisation across all sites and offices. • Provide supervision, induction, orientation and training of new employees, volunteers and students assigned to the Administration and Operations team as required. • Manage and review the risk management systems and plans and ensure compliance across the organisation • Manage the insurance, accreditation, supplier contracts and policies and procedure development and review process. • Ensure compliance with WEstjustice's policies, risk management processes, health and safety practices and procedures, standards and legal practice guidelines (including the Risk Management Guide). • Contribute to internal WEstjustice working groups and external networks and steering committees as required. • Manage the development and implementation of culturally safe and appropriate services for Aboriginal and Torres Strait Islanders and culturally and linguistically diverse communities. • Lead and oversee the reporting requirements for the practice and operations functions. • Manage the practice and operations budget. • Contribute to the implementation of the WEstjustice Strategy 2020-2023 and the Impact Areas 2020-2023

	<ul style="list-style-type: none"> • Liaise with the People and Culture Manager, Financial Team and Management Team to ensure that there is consistency across systems and practices and effective communication. • Other relevant work as directed
Qualifications & Skills	
Key Selection Criteria	<p>Mandatory</p> <ul style="list-style-type: none"> • Leadership skills, including initiative, innovation, capacity to work and think independently and interest in driving system improvements and reform. • Experience in managing an operations function within an organisation of similar size to Westjustice. • Expertise in supervising and/or managing a team including establishing priorities and workflow in areas of responsibility. • High interpersonal skills in dealing with the public and/or other organizations. • Prior change management experience and budget management. • Strong data and information technology skills, including a high level of proficiency with Microsoft Office Suite (particularly Excel), communication systems, social media and website development and maintenance. • Experience using the CLASS database or demonstrated experience with client management systems, as well as sound data-management skills. • Excellent time management, initiative, planning and organisation skills, including an ability to prioritise work and meet deadlines • High degree of professionalism and judgement with the ability to maintain a high level of confidentiality • Ability to work across a multidisciplinary team, including legal professionals, financial counsellors, social workers, community educators and development officers and administrators. • Strong commitment to social justice, including a demonstrated understanding of the social context of law and the issues faced by vulnerable communities and the ability to contribute to WEstjustice’s systemic impact work. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in managing a legal practice. • Broad knowledge of the not for profit and community legal center sector. • Relevant degree such as a diploma of leadership and management or a graduate diploma of management and/or less formal qualification with substantial experience or skills attained through previous employment. • Experience supporting the implementation and reporting relating to measurement and evaluation frameworks.
Other relevant information	<ul style="list-style-type: none"> • The successful applicant will be employed under the Social, Community, Home Care and Disability Services Industry Award 2010 with a probationary period of six months. • Pre-employment screening will include reference checks and police checks. • Location will be across all of our office sites. • To be eligible for this position you must have current work Australian rights (e.g. as an Australian or New Zealand Citizen, permanent resident, or hold a valid work permit or visa). • You will be required to apply for and hold a current Working With Children Check.

	<ul style="list-style-type: none">• WEstjustice supports flexible work arrangements and has a policy which allows for hybrid work from home and office, in agreement with direct line manager.• WEstjustice is committed to working towards justice for marginalised groups including Aboriginal and Torres Strait Islander communities. 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.
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Last Reviewed: August 2022
Next Review: August 2023