

WESTERN COMMUNITY LEGAL CENTRE LTD
Director of Strategy, Mortgage Wellbeing Service
Position Description

Job Title	Director of Strategy, Mortgage Wellbeing Service
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 and casework services.
Purpose	To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.
Reports to	Chief Executive Officer
Term	TBA
Scope	The Director of Strategy of the Mortgage Wellbeing Service is part of the WEstjustice senior management team. They are responsible for leading the expansion of our current service and overseeing the strategy and operations. They will be responsible for general operations, risk management systems and overall compliance, implementation of policies and procedures, resource allocation, financial management, recruitment and development of staff, and implementation of the strategic direction and objectives of the service. Over time they will also lead the establishment of an independent entity and structure.
Key Responsibilities/Expectations	
	<ul style="list-style-type: none"> • Lead the strategic and operations function to develop, expand and maintain the state-wide Mortgage Wellbeing Service, including the establishment of an independent entity. • Drive the fulfilment of the Mortgage Wellbeing Service's objectives, including initiating and encouraging the reform of unjust or inequitable legal structures and processes, practicing preventative law, and affecting more than an individual solution to problems. • Oversee the development and implementation of the Mortgage Wellbeing Service's strategy including anticipating and acting on events which may advance its purpose. • Manage the development and implementation of strategic priorities, including the establishment of an Operating Model to support a coherent and responsive approach to the needs of the community. • Lead the risk management system and overall compliance. • Oversee the implementation of policies and procedures. • Monitor the implementation and review of best practice working models. • Prioritise resource allocation that promotes greater impact, including appropriate infrastructure to support the work of the Mortgage Wellbeing Service (i.e. information and human resources systems). • Lead the delivery of services in accordance with agreed frameworks, standards, and budgets. • Lead the Mortgage Wellbeing Service in pursuit of a reliable funding strategy directed at medium and long term sustainability.

	<ul style="list-style-type: none"> • Oversee financial management system, development and implementation of the funding strategy, and annual and monthly Mortgage Wellbeing Service budgets and forecasts. • Lead staff recruitment and people management, including employment, training, professional development, and wellbeing programs. • Ensure the relevant staffing and financial accountability requirements and reporting obligations are carried out, internally and to external funding bodies. • Promote innovation in program direction. Analyse, monitor, and respond as appropriate to relevant economic, social, technical, and legal trends and issues that could impact the Mortgage Wellbeing Service. • Enhance the public profile of the Mortgage Wellbeing Service's work through involvement with relevant stakeholders, government bodies and organisations. • Oversee volunteer and student programs, community development projects, legal needs analysis, and engagement strategies. • Lead and/or make a significant contribution to internal WEstjustice/Mortgage Wellbeing Service working groups and external networks and steering committees. • Lead and/or make a significant contribution to digital management strategy. • Lead and/or make a significant contribution to the development of the people and culture program of the Mortgage Wellbeing Service. • Oversee and refine the Mortgage Wellbeing Service operations strategy. • Enable and support significant contribution to policy/systemic impact work. • Contribute to the organisation wide monitoring and evaluation program and manage allocation of resources. • Contribute to the implementation of the WEstjustice Strategy 2020-2023 and the Impact Areas 2020-2023. • Other relevant work as directed.
Qualifications & Skills	
Key Selection Criteria	Mandatory <ul style="list-style-type: none"> • Be eligible to hold a principal practising certificate in the state of Victoria. • Significant experience in the community and/or not for profit sector, particularly in community legal centres. • Demonstrated experience in a leadership role, and substantial experience in a policy development or influencing role, including: <ul style="list-style-type: none"> ○ experience leading an organisation, team or impact area, including management and supervision of program managers, senior and junior staff; ○ ability to handle and resolve challenging situations or issues; ○ an ability to make reasoned, strategic decisions in a collaborative manner, including about competing priorities in a busy workplace; ○ ability to work autonomously with limited direction from the CEO; ○ ability to set and deliver work outcomes. • Significant experience in project development and fundraising, budget monitoring and financial acumen, with an ability to understand and address the opportunities and challenges that face the Mortgage Wellbeing Service, including the development of a long term funding strategy.

	<ul style="list-style-type: none">• High level of organisational awareness and understanding of political processes.• Demonstrated ability to work collaboratively and confidently to engage with a diverse range of stakeholders and to build strong partnerships.• Strong commitment to social justice and community engagement, including a demonstrated understanding of the social context of law and the issues faced by communities experiencing vulnerability and the ability to coordinate and lead systemic impact work.• Highly developed ability to engage with, communicate with and assist clients experiencing vulnerability and/or disadvantage.• Strategic, intellectual, conceptual and analytical thinking skills, with the ability to conceive, conceptualise and express innovative ideas with impact.• The ability to operate in a culturally diverse organisation with multiple external and internal stakeholders.• Highly developed interpersonal skills including networking, relationship and alliance building, and collaboration with a wide range of different institutions, interest groups, stakeholders and individuals in various settings including government, private and community sectors.• A collaborative, enthusiastic, motivational and team-oriented leadership style.• The ability to develop an open, respectful, accountable and non-threatening feedback culture.• Awareness of own impact and influence and use of it to improve the functioning of the Mortgage Wellbeing Service.• Well-developed public speaking skills.• Demonstrated understanding of and commitment to WEstjustice's Vision, Purpose, Strategic Plan 2020-23 and Impact Areas 2020-23.
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*Last Reviewed: 27 September 2021
Next Review: 27 September 2022*