



**WESTERN COMMUNITY LEGAL CENTRE LTD**  
**Legal Director, Mortgage Wellbeing Service**  
**Position Description**

<b>Job Title</b>	<b>Legal Director, Mortgage Wellbeing Service</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 vulnerable 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>Reports to</b>	Chief Executive Officer
<b>Term</b>	TBA
<b>Scope of the role</b>	The Legal Director of the Mortgage Wellbeing Service is part of the WEstjustice senior management team. They are responsible for creating and leading the legal practice and services in the Victorian state-wide expansion of the Mortgage Wellbeing Service, to provide access to justice whilst also addressing the underlying causes and effects of disadvantage and systemic impact reform to assist people experiencing mortgage stress. They work with a cohesive high performing senior management team to ensure that Westjustice achieves its purpose, vision and strategic priorities.
<b>Key responsibilities</b>	<ul style="list-style-type: none"> <li>• Lead, develop, expand and maintain the state-wide Mortgage Wellbeing Service seeking to address the paradigm of disadvantage and unmet legal need for people experiencing mortgage stress through multidisciplinary client centred services, programs and reform agendas.</li> <li>• Continue to evolve the overall strategy and systemic impact agenda including strategic multidisciplinary partnerships at accessible 'in situ' locations.</li> <li>• Oversee all legal, financial counselling and social work services and initiatives within the Mortgage Wellbeing Service.</li> <li>• Lead the practice management requirements of the Mortgage Wellbeing Service including high level overview of all legal advice, case work, legal education and compliance with the professional standards, accreditation requirements and Risk Management Guide. This may include management of Trust Accounts.</li> <li>• Maintain, monitor and review compliance with all relevant laws and standards, including WEstjustice policies, procedures and guidelines.</li> <li>• Establish and maintain best practice and ensure work is of excellent quality and standard.</li> <li>• Oversee the performance of the Mortgage Wellbeing Service team ensuring that workplans are developed and met.</li> <li>• Monitor overall satisfaction, engagement and wellbeing of the Mortgage Wellbeing Service team.</li> <li>• Collaborate with the senior management team to ensure that there is cohesion across the organisation and a positive workplace culture.</li> <li>• Provide supervision, support, advice and mentoring to Program Managers (if any) and ensure that they are suitably qualified and equipped to manage their teams.</li> <li>• Manage the Mortgage Wellbeing Service budget and financials to ensure that the program is well funded, and priorities are met.</li> <li>• Oversee development, funding and grant opportunities and contribute to the organisation's annual funding strategy.</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead and/or make a significant contribution to internal WEstjustice practice groups, working groups and external networks and steering committees.</li> <li>• Oversee volunteer and student programs, community development projects, legal needs analysis, and engagement strategies in conjunction with the Director of Community Development, Education and Engagement.</li> <li>• Lead and/or make a significant contribution to policy/systemic impact work as directed.</li> <li>• Lead the review and maintenance of the Mortgage Wellbeing Service monitoring and evaluations framework.</li> <li>• Manage key stakeholder relationships across the Mortgage Wellbeing Service and broader organisation (where relevant).</li> <li>• Work with the CEO and senior management team to ensure continuity of funding and contribute to the development and review of the Westjustice Funding Strategy.</li> <li>• Assist with the implementation and review of the WEstjustice Strategy 2020-23 and Impact Areas 2020-23, and development of the state-wide Mortgage Wellbeing Service's Strategy and Impact Areas.</li> <li>• Other relevant work as directed.</li> </ul>
<p><b>Key selection criteria</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Law degree and extensive (minimum of 7 years) relevant experience and theoretical knowledge.</li> <li>• Eligible to hold a Principal Practicing Certificate.</li> <li>• Extensive experience in general legal practice across a range of areas of law including banking, insurance, debt, consumer, economic abuse, and infringements.</li> <li>• Relevant experience working with people experiencing financial hardship.</li> <li>• Demonstrated experience (minimum of 3 years) in a leadership role, and substantial experience in a policy development or influencing role including: <ul style="list-style-type: none"> <li>○ Experience in leading a team or impact area, including management and supervision of program managers, senior and junior staff.</li> <li>○ Expertise in handling and resolving challenging situations or issues.</li> <li>○ Capability to make reasoned, strategic decisions in a collaborative manner, including about competing priorities in a busy workplace.</li> <li>○ Ability to work autonomously with limited direction from the CEO.</li> </ul> </li> <li>• Ability to set and deliver work outcomes.</li> <li>• High level of organisational awareness and understanding of political processes.</li> <li>• Demonstrated ability to work collaboratively and confidently to engage with a diverse range of stakeholders and to build strong partnerships.</li> <li>• 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/or disadvantage.</li> <li>• Highly developed ability to engage with, communicate with and assist clients experiencing vulnerability and/or disadvantage.</li> <li>• Ability to coordinate and supervise the work of volunteers and students.</li> <li>• Sound time management skills and ability to deal with competing priorities under pressure.</li> <li>• Demonstrated experience in specialist writing, editing and communication skills.</li> <li>• Excellent organisation and communication skills.</li> <li>• Demonstrated understanding of, and commitment to, WEstjustice's Vision, Purpose, Strategy and Impact Areas.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Prior experience in securing project funding and developing and managing budgets, or ability to demonstrate a capacity.</li> </ul>

	<ul style="list-style-type: none"><li>• Exceptional analytical and conceptual thinking skills with an ability to analyse the causes of legal issues and to think flexibly, Innovatively and “outside the square”.</li></ul>
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*Last updated: 7 September 2021  
To be revised: 7 September 2022*