

# WEstjustice

**WESTERN COMMUNITY LEGAL CENTRE LTD**  
**Program Manager - Tenancy, Economic Justice Program**  
**Position Description**

<b>Job Title</b>	<b>Program Manager - Tenancy</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>	Legal Director, Economic Justice Program
<b>Term</b>	TBA
<b>Scope of the role</b>	You will be assigned to the Economic Justice Program for general supervision and support but may be provided with the opportunity to work across other programs and projects based on service requirements. You are responsible for leading our innovative tenancy programs, services and clinics to provide access to justice whilst also addressing the underlying causes and effects of disadvantage and systemic impact reform. You will work with the Legal Director and Program Managers of the Economic Justice Program to ensure that WEstjustice achieves its purpose, vision and strategic priorities.
<b>Key responsibilities/ expectations</b>	<ul style="list-style-type: none"> <li>• Assist to develop and maintain innovative programs that seek to address the paradigm of disadvantage and unmet legal need through client centred services, programs and reform agendas.</li> <li>• Manage a team of legal and non-legal staff, including: <ul style="list-style-type: none"> <li>○ Case strategy and subject matter expertise support</li> <li>○ File Reviews and case load management</li> <li>○ Management of staff including performance reviews and overall wellbeing</li> <li>○ Formal supervision, including regular individual meetings</li> <li>○ Leave approval</li> <li>○ Managing team resources</li> </ul> </li> <li>• Provide oversight as the nominated person for all legal matters including, supervision and sign off for advices, casework, legal education content, court appearances and systemic impact work.</li> <li>• Identifying needs of the team and feed into budget discussion.</li> <li>• Contribution to internal WEstjustice practice groups, working groups and external networks and steering committees.</li> <li>• Comply with all relevant laws and standards, including WEstjustice policies, procedures and guidelines.</li> <li>• Establish and maintain best practice and ensure work is of high quality and standard.</li> <li>• Support the senior management team to ensure that there is cohesion across the organisation and a positive workplace culture.</li> <li>• Assist with funding and grant opportunities and contribute to the organisation's annual funding strategy.</li> <li>• Supervise and contribute to policy/systemic impact work.</li> <li>• Contribute to the monitoring and evaluations framework.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage key stakeholder relationships across the Tenancy Program, and Economic Justice Program and broader organisation (where relevant).</li> <li>• Work with the CEO, Legal Director of Economic Justice, and senior management team to ensure continuity of funding and contribute to the development and review of the WEstjustice Funding Strategy.</li> <li>• Contribute to creating and maintaining a culturally safe service for Aboriginal and/or Torres Strait Islanders and other groups experiencing marginalisation.</li> <li>• Assist with the implementation and review of the WEstjustice Strategy 2020-23, Impact Areas 2020-23 and the Economic Justice Program Strategy 2020-23.</li> <li>• Other relevant work as directed.</li> </ul>
<p><b>Key selection criteria</b></p>	<p><b>Mandatory</b></p> <ul style="list-style-type: none"> <li>• Unrestricted practicing certificate.</li> <li>• Substantial demonstrated experience working in tenancy law as a subject matter expert.</li> <li>• Demonstrated leadership and management skills, including: <ul style="list-style-type: none"> <li>○ Experience leading a team, including management and supervision of staff (senior and junior lawyers, volunteer, student).</li> <li>○ Ability to handle and resolve challenging situations or issues.</li> <li>○ Aptitude to make reasoned, strategic decisions in a collaborative manner, including about competing priorities in a busy workplace.</li> <li>○ Capability to work autonomously with limited direction from management.</li> </ul> </li> <li>• Demonstrated understanding of high-quality legal practice management including compliance with NACLC Risk Management Guide and the implementation of best practice guidelines.</li> <li>• Demonstrated ability to work strategically and collaboratively to build strong stakeholder relationships and partnerships across sectors, to assist our clients.</li> <li>• Ability to coordinate and supervise the work of volunteers and students.</li> <li>• Strong commitment to social justice, community education and engagement, including a demonstrated understanding of the social context of law and the issues faced by communities experiencing vulnerability and/or disadvantage, and the ability to lead WEstjustice’s systemic impact work.</li> <li>• Highly developed ability to listen to, engage with, and assist clients experiencing vulnerability and/or disadvantage.</li> <li>• Excellent organisation, communication and administrative skills.</li> <li>• Demonstrated understanding of and commitment to WEstjustice’s Vision, Purpose, Strategic Plan and Impact Areas.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Prior experience in writing successful grant applications and / or securing project funding and / or developing and managing budgets.</li> <li>• Prior experience in a project management role and / or strong project management skills and experience.</li> <li>• Demonstrated ability to lead and mentor staff in systemic impact work.</li> </ul>

*Last updated: 2 September 2021  
To be revised: 2 September 2022*