



WESTERN COMMUNITY LEGAL CENTRE LTD
Position Description

Job Title	Social Worker, Economic Justice Program
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	Program Manager, Tenancy, Economic Justice Program
Term	See Contract
Scope	You will be assigned to the Tenancy Wellbeing Service, an integrated legal, financial and health wellbeing program assisting people experiencing rental stress and financial hardship in Melbourne's Western Suburbs.
Key Responsibilities	
	<p>Provide individual case management to clients including but not limited to:</p> <ul style="list-style-type: none">• Assisting them to understand the requirements of their tenancy and other liabilities and to engage with legal and other support services.• Having knowledge of and making referrals to a wide range of support services state-wide such as housing services, family violence, mental health and other specialist services.• Advocating with existing non-legal and legal services on their behalf.• Intensive ongoing emotional support.• Provision of information such as food bank support, energy, utility or other concessions, and support programs.• Client upskilling and building of financial literacy and agency, e.g. resume building.• Consult with Tenancy Wellbeing Service lawyers and financial counsellors about non-legal issues impacting on clients.• Undertake computer operations including use of client management and telephony cloud-based software.• Establish and maintain client referral pathways with key industry, government and community contacts, including providing secondary consultations and targeted referrals related to non-legal and legal issues.

	<ul style="list-style-type: none"> • Compliance with WEstjustice’s and Mortgage Stress Victoria’s policies, risk management processes and best practice guidelines. • Contribute to team processes and systems to ensure we are running an effective integrated legal, financial counselling and social work practice. • Contribute to creating and maintaining a culturally safe service for Aboriginal and Torres Strait Islanders and other groups experiencing systemic marginalisation. • Student or volunteer supervision where appropriate. • Provide community education sessions to particular client and community groups via written materials, speaking engagements and participation in local community networks as required. • Contribute to broader monitoring and evaluation work where appropriate. • Other relevant work as directed.
Qualifications & Skills	
Key Selection Criteria	<p>Mandatory</p> <ol style="list-style-type: none"> 1. A tertiary qualification in social work (or equivalent). 2. Eligible for or hold membership of the Australian Association of Social Workers. 3. Demonstrated experience in case management working with vulnerable individuals and communities. 4. Ability to engage and communicate with people experiencing vulnerability, support services, government, and industry bodies. 5. Demonstrated ability to work as part of a small team collaboratively in a multi-disciplinary team environment, both under the direction of senior employees and independently. 6. 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. 7. Sound organisational, time management and planning skills including the ability to prioritise tasks and manage competing demands under pressure. 8. Ability to maintain confidential and accurate records. 9. Intermediate computer literacy skills including familiarity with databases, client management software, and Microsoft 365. 10. Understanding of and commitment to WEstjustice’s Vision, Purpose, Strategic Plan and Impact Areas.
Desirable Skills and Competencies	<ul style="list-style-type: none"> • An understanding of issues relevant to the community service sector, including awareness of financial hardship, family violence and cultural safety and sensitivity.

	<ul style="list-style-type: none"> • A demonstrated interest in and commitment to social justice, including awareness of issues such as homelessness, mental health, family violence, disability, drug and alcohol issues, gambling, and criminal activity. • Experience working with clients who have legal matters involving rent arrears, debt or in Victorian courts and tribunals (previous experience in a legal service-setting is not specifically required for this role). • Hold a valid Victorian Driver Licence.
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. • External applicants will have a probationary period of six months. • 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). • Appointment will be subject to a pre-employment check including a satisfactory criminal record check. • You will be required to apply for and hold a current Working With Children Check. • Your primary work location will be the WEstjustice Werribee Branch but may be required to work from the Footscray or Sunshine Branches, or other locations as directed from time to time. • You will be required to travel independently to, and work from, other • regional and metropolitan locations, including at partner agencies, outreach services, courts, and tribunals, as required for service delivery from time to time. • WEstjustice is committed to providing a working environment without risk to the health of employees under the Occupational Health and Safety Act 2004 (Vic). <p><i>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/aboutus.</i></p>

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