

## MANAGER – CLIENT AND COMMUNITY PATHWAYS

### How to apply

To prepare your application, please provide the following:

- a cover letter
- resume; and
- responses to the key selection criteria contained in the position description.

*Applications that do not clearly address the selection criteria will be disregarded.*

**Applications close midnight on Sunday, 3 April 2022.**

### Where to apply

Completed applications may be forwarded to the Director – Partnerships and Community Engagement, Donna Askew at [employment@eclc.org.au](mailto:employment@eclc.org.au).

### ECLC Recruitment Process

The recruitment process is expected to comprise two stages for short-listed applicants:

- Interview with the selection panel; and
- Professional reference checks.

Applicants may be subject to the following pre-employment checks:

- A current Working with Children Check
- A police check
- Proof of the right to work in Australia

The selection panel may conduct additional interviews or assessments at its discretion.

*Eastern Community Legal Centre welcomes applications from current volunteers of our organisation. It is the position of Eastern Community Legal Centre however that a person cannot be engaged as both a paid employee and a volunteer of the Centre. Please note that if successful in the recruitment process, any current volunteer would be unable to continue in their volunteering role for the duration of their engagement.*

### Contact Us

If you have any questions regarding the role, please contact **Donna Askew** on **(03) 9957 2417**.

For further information: [www.eclc.org.au/employment](http://www.eclc.org.au/employment)

Eastern Community Legal Centre knows that our organisation is stronger with a diversity of backgrounds and experience. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.

<b>Position Title</b>	<b>Manager – Client and Community Pathways</b>
Directorate, Team	Partnerships and Community Engagement, AIRR
Location	Box Hill and Boronia
Position reports to	Director – Partnerships and Community Engagement
Direct reports	6
Classification	7
Enterprise Agreement	Eastern Community Legal Centre Enterprise Agreement 2013-2016
Employment type	Permanent, Full Time (1.0 FTE), 38 hours per week

## About Eastern Community Legal Centre

OUR VISION: Human Rights | Fairness | Justice

OUR MISSION: Eastern Community Legal Centre (ECLC) is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne’s East.

Making the most of its abilities and the resources available, ECLC provides:

- information, advice and assistance across a range of legal and related issues
- advocacy to resolve problems at the earliest opportunity
- referrals to community agency partners
- integrated legal services, including through Health Justice Partnerships
- community development and education programs with a focus on rights, responsibilities and options
- primary prevention activities, using broad partnership approaches
- strategic advocacy to change unfair laws and improve systems and practices

OUR VALUES:

<p><b>Respect</b> Appreciating diversity and treating all people with dignity</p>	<p><b>Compassion</b> Understanding the underlying causes of disadvantage &amp; offering support without judgment</p>	<p><b>Advocacy</b> Providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice</p>
<p><b>Safety</b> Assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing</p>	<p><b>Justice &amp; human rights</b> Showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities</p>	<p><b>Strong governance &amp; assurance</b> Practicing proactive and transparent leadership and striving for continuous improvement</p>
<p><b>Resourcefulness &amp; practicality</b> Finding solutions through working collaboratively and generously sharing expertise</p>	<p><b>Innovation &amp; entrepreneurship</b> Encouraging new ideas, taking calculated risks to increase impact, and leading by example</p>	<p><b>Quality &amp; evaluation</b> Building evidence-based practice through a robust monitoring and evaluation culture</p>

## Position Summary

The Centre's Assessment, Intake, Referral and Response (AIRR) Team operates within the Centre's enhanced entry framework with a common purpose of providing holistic, high quality legal help to priority clients, thereby focusing resources where they are most needed. AIRR team operations work across all of ECLC's locations; Box Hill, Boronia and Healesville.

The Manager - Client & Community Pathways will:

- Supervise and support AIRR Team staff to achieve Centre objectives;
  - Provide leadership across the centre on matters related to community/client access and service pathways
  - Collaborate with managers across the Centre to improve outcomes and assist integration;
  - Enhance internal AIRR systems towards stronger integration of AIRR and legal services roles to improve quality legal service responses;
  - Achieve strong client/community outcomes in particular those identified as the Centre's priority groups;
  - Identify, enhance and build capacity for usage of current data systems, IT systems and phone based technologies; and
  - promote and build volunteer capacity.
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## Key Accountabilities

### Leadership, Supervision and Support of Assessment, Intake, Referral and Response (AIRR) Team Personnel

1. Provide regular supervision, support and mentoring to the AIRR Team personnel (including relevant volunteers) in their practice, ensuring that direct client services provided are appropriate, efficient and effective
2. Develop and enhance specific service responses and process improvements in consultation with the Director-Partnerships & Community Engagement and other relevant managers
3. Support, guide and foster an environment of continuous improvement, best practice and innovation within the scope of the role to improve outcomes for clients/community seeking legal and other support services
4. Develop, maintain and review key service deliverables and outcomes, supporting AIRR team in reaching goals and objectives
5. Review and develop individual professional development and goal plans for AIRR staff

### Enhance approaches used in AIRR Assessment, Intake (Triage) and Referral Pathways

6. Promote a consistent approach for assessment, intake (triage), referral pathways, systems and approaches including allocation of ECLC legal appointments for clients seeking services
7. Mentor and guide the development of best practice in the AIRR team
8. Work with the Principal – Governance and Quality to analyse centre data to inform model enhancement and development
9. Review staff site roster weekly and support the AIRR Team Leader to provide coverage at each site within budget and resource capacity

### Lead, Progress and Build upon AIRR Staff and Centre Developments

10. Provide Centre-wide leadership around innovation and improvements to access, intake client/community pathways and client experience
11. Contribute to broader initiatives and discussions relevant to legal services and integrated responses
12. Work with other Managers to support service provision at ECLC locations as required
13. Collaborate across the Centre providing insight on trends related to community legal needs and information and referral pathways.

## Organisational Participation

13. Utilise ICT-based devices, applications, software and services to support productivity, effective communication and collaboration, and a digitally capable organisation
14. Undertake professional development in consultation with manager/supervisor
15. Understand and demonstrate ECLC values and at all times comply with ECLC policies and procedures, as varied from time to time
16. Actively participate in meetings with manager/supervisor and participate in organisational activities such as staff meetings, planning meetings and team development initiatives
17. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience as may be required from time to time

## Decision Making

18. Decision-making authority over day to day workflow
19. Strategic or program decision making made in consultation with the Director – Partnerships and Community Development.

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## Key Capabilities

The Key Capabilities apply to all ECLC employees and describe the capabilities that are needed to meet our strategic goals.

Capability	Description
<b>Communicating with Others</b>	<ul style="list-style-type: none"><li>▪ Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations</li><li>▪ Negotiates confidently from an informed and credible position</li><li>▪ Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions</li></ul>
<b>Working with Others</b>	<ul style="list-style-type: none"><li>▪ Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably</li><li>▪ Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships</li><li>▪ Recognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issues</li><li>▪ Focusses on group results &amp; celebrates teams' successes</li></ul>
<b>Taking Action</b>	<ul style="list-style-type: none"><li>▪ Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions</li><li>▪ Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective</li><li>▪ Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately</li><li>▪ Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others</li><li>▪ Contributes to and participates in process improvement and new approaches/ideas</li></ul>
<b>Coping with Pace, Challenges and Change</b>	<ul style="list-style-type: none"><li>▪ Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding change</li></ul>

<b>Capability</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>▪ Shows resilience and optimism, and remains calm despite barriers or difficult circumstances</li> <li>▪ Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development</li> <li>▪ Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standards</li> <li>▪ Supports an organisational culture that reflects ECLC values and vision</li> <li>▪ Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners</li> <li>▪ Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness</li> </ul>

## Key Relationships

<b>Contact / Organisation</b>	<b>Purpose of Relationship</b>
<b>Internal</b>	
<i>CEO</i>	Regular interaction in relation to the development and completion of key activities To ensure alignment with organisational strategic objectives
<i>Director – Partnerships and Community Engagement</i>	Direct line manager Regular interaction in relation to the development and completion of key activities Regular feedback to support ongoing performance and development To ensure alignment with directorate with organisational strategic objectives
<i>AIRR Team Leader AIRR Team</i>	Provide regular supervision, support and mentoring in their practice, ensuring that direct client services provided are appropriate, efficient and effective
<i>Managers / Co-ordinators</i>	To work collaboratively to ensure successful delivery of services and programs
<i>Team</i>	Participate in meetings to share information, provide input on issues and in planning/processes
<b>External</b>	
<i>Service Providers</i>	To establish and maintain strong relationships and ensure quality service delivery

## Key Selection Criteria

### Qualifications and Specialist expertise

1. Tertiary qualification in a relevant discipline (including but limited to, community services, social work, law, or health)
2. Demonstrated experience in a similar role with responsibility of delivering key services within community sector and/or community legal sector

### Knowledge and skills

3. Experience leading service delivery for community/clients experiencing disadvantage, vulnerability or complex needs, utilising and promoting person centered, trauma informed approaches.
4. Experience working within a complex, fast-paced access, intake and triage environment

5. The ability to work in a fast-paced environment with capacity to engage, collaborate with and motivate others
6. Demonstrated experience in leading multidisciplinary teams at geographically spread operational sites
7. Demonstrated ability to engage and liaise successfully with a diverse range of community stakeholders, including the ability to manage escalated and challenging client/community member interactions
8. Ability to evaluate and improve system design and measurement of outcomes
9. Excellent interpersonal, communication and negotiation skills
10. Confident in the adoption and use of ICT-based devices, applications, software and services to support productivity, effective communication and a digitally capable organisation
11. Understanding of socio-legal issues within the community and the legal assistance sector

**Personal qualities**

12. Ability to contribute to a positive working environment
13. Team orientation
14. Ability to work under pressure
15. Discretion and professionalism

**Additional Information**

<b>Child Safety</b>	ECLC is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children at all times. As a 'child safe organisation', employment with ECLC is subject to a current Working with Children Check
<b>Cultural competency</b>	ECLC strives to maintain a culturally competent and inclusive workplace. All staff are expected to undertake cultural competence training.
<b>Equal Opportunity</b>	ECLC is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.
<b>Flexible Working</b>	ECLC promotes flexible working in order to balance personal and work needs, including working from home and flexible work hours. ECLC also operates a flexi-time system.
<b>Health, safety and wellbeing</b>	ECLC is committed to ensuring the physical and psychological health and safety of all employees, volunteers and other people involved in our organisation activities. Our people are expected to comply with our Health and Safety policy and procedures. It is the employee's responsibility to: <ul style="list-style-type: none"> <li>▪ Comply with instructions and take reasonable care to ensure their own health and safety, and that of others</li> <li>▪ Participate in the development of a healthy and safe workplace</li> <li>▪ Immediately report to their supervisor any perceived health and safety risk, and report any injury or illness immediately where practical, including completion of incident/injury forms</li> <li>▪ Not place others at risk by any act or omission</li> <li>▪ Use equipment safely and in a responsible manner</li> </ul>
<b>Pre-employment verification</b>	Appointment may be subject to satisfactory completion of screening requirements including but not limited to: <ul style="list-style-type: none"> <li>▪ A current Police Record Check</li> <li>▪ Verification of work right in Australia</li> <li>▪ Certified copies of qualifications</li> </ul>
<b>Self-referral</b>	It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.
<b>Work environment</b>	The physical environment requires employees to work mainly inside the office and work for extensive periods on a computer.

Some travel may be necessary between office sites and to attend outreach locations and/or meetings. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed.

Occasional evening commitments.

## Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that ECLC reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Name:		Signature:		Date:	
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