



## Position Description

### POSITION DETAILS

Job title:	<b>Co-ordinator - HEAL</b>
Classification level:	6
Service area:	Legal Services/Family Violence Initiatives
Location:	Boronia/Box Hill with an initial working from home arrangement due to current pandemic
Reports to:	Manager – Family Violence Initiatives
Direct reports:	A multidisciplinary team including: Community Lawyer and Client Advocate
Employment status:	Part-time, 15 hours (2 days) per week. 12 month fixed term contract.  All positions at the centre are subject to the continuation of external and project funding
Employment conditions:	In accordance with the <i>Eastern Community Legal Centre Enterprise Agreement 2013-2016</i> and applicable legislation, and the requirements contained in the job description, each of which forms part of this contract
Probationary period:	A three month probationary period applies, which may be extended by an additional three months. Employment may be terminated by the employee or ECLC within the probation period with two weeks written notice
Travel:	The position will require attendance at alternate locations, including other offices and outreach, in addition to occasional evening commitments. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed



## EASTERN COMMUNITY LEGAL CENTRE

### **Vision: Human Rights | Fairness | Justice**

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.

ECLC works with communities and community members living in Boroondara, Knox, Manningham, Maroondah, Whitehorse and Yarra Ranges.

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.

## POSITION CONTEXT - HOLISTIC EMPOWERMENT ADVOCACY & LEGAL (HEAL) PROGRAM

The Co-ordinator – HEAL, co-ordinates and supervises the HEAL team which includes a Community Lawyer and a Client Advocate. They also lead the development and implementation of the HEAL Program as well as the strong collaboration and integration with key partners and stakeholders.

### **Eastern Integrated Practice Project**

#### **Vision**

To enhance access to justice and legal support for people experiencing increased vulnerability and disadvantage, through integrated practice approaches.

#### **Partnership Approach**

ECLC is the project lead with key partner organisations across the Eastern Metropolitan Region.

#### **Background**

ECLC has received funding from the Legal Services Board for a 2 year period for the Eastern Integrated Practice Project.

#### **Project Objectives**

- Demonstrate a successful integrated practice model for clients experiencing disadvantage, presenting with complex needs through the establishment of an Integrated practice team, with strong links to key partner organisations and effective delivery of accessible outreach services (HEAL Program)
- Produce a report documenting existing integrated practice models in Victoria
- Increase the capacity of Victorian CLCs and the community they work with to respond to clients experiencing disadvantage and seeking legal support.

#### **HEAL Program**

The Holistic Empowerment Advocacy & Legal (HEAL) Program aims to provide legal and other support



services to clients with complex needs through an integrated practice model of service in which a Community Lawyer works together with a Client Advocate to provide advocacy, support, legal advice and legal/case support interventions as part of the HEAL Team.

Further aims of the HEAL Program are to document the establishment and development of the HEAL Team as an integrated practice model, drawing on the experience and expertise of similar models operating within ECLC and the community legal and support service sector more broadly.

Program learnings will contribute to the Eastern Integrated Practice Project with the intention of building capacity and 'best practice' within the community legal sector in delivering services to clients with complex needs through an integrated practice approach.

### **HEAL Team**

The HEAL team integrates a Community Lawyer and a Client Advocate within key partner agency locations, providing a service that responds to clients presenting with complex needs and experiencing systemic barriers to accessing services, particularly :

- people who are homeless or experiencing housing and tenancy issues
- people engaging with mental health or Alcohol and other drugs (AOD) services

The HEAL Program aims to overcome barriers that can make accessing legal services more difficult for clients through integration with key service providers in the homelessness, mental health and AOD sector and by providing a service that is:

- flexible, holistic and responsive to the diverse needs of clients with complex needs
- Integrated, improving client accessibility and referral pathways to ECLC enabling effective legal interventions in the context of client advocacy and support to meet housing, homelessness, mental health and AOD need.

### **MANAGEMENT STRUCTURE**

The HEAL Team is part of the Family Violence Initiatives team (although the HEAL program responds to a broad range of legal needs) within ECLC's Legal Services Directorate. The HEAL Team works closely with other program areas to support stronger practice integration and collaboration in service delivery.

Whilst operating within ECLC's legal practice guidelines, HEAL maintains separate, clear and strategic program guidelines and objectives. All members of the HEAL team must adhere to ECLC's relevant legal professional privilege requirements and related privacy and reporting policies.

Regular supervision, support and guidance for the position is provided by the Manager – Family Violence Initiatives. The position will also work closely with Centre management, staff and volunteers, program partners including key project stakeholders and members of the community.



KEY RESPONSIBILITY AREAS		
No.	Key Responsibilities	Performance measures
1.	<p><b>Program Co-ordination</b></p> <p>1.1 Lead the development and implementation of the HEAL Program in order to meet the objectives of the Project Plan.</p> <p>1.2 Establish strategic and mutually beneficial relationships with program partners and key stakeholders.</p> <p>1.3 Co-ordinate and participate in targeted professional development activities in collaboration with program partners.</p> <p>1.4 Maintain and where appropriate, develop new policies, protocols and systems in line with the Integrated Practice Framework of ECLC.</p> <p>1.5 Represent the Centre and the Program in a variety of forums.</p> <p>1.6 Lead the collection and analysis of data and evaluation to facilitate evaluation of the HEAL Program.</p> <p>1.7 In collaboration with relevant staff, contribute to the projective objectives of the EIP Project.</p> <p>1.8 Ensure compliance with relevant funding and other agreements with the Legal Services Board (LSB), including timely reporting and accountability responsibilities.</p>	<p>Lead the development and implementation of the HEAL Program.</p> <p>Develop, strengthen and maintain relationships with project partners and key stakeholders.</p> <p>Co-ordinate and facilitate partner agency meetings.</p> <p>Deliver improvements and new initiatives that increase efficiencies and quality of service.</p> <p>Provide reports as required to comply with funding requirements</p> <p>Provide reports (verbal and written) on current and future projects</p>
2.	<p><b>Supervision and Support of Project Personnel</b></p> <p>2.1 Supervise and support HEAL program staff including monitoring and co-ordinating staffing, administration, quality service provision, accountability, professional development, and annual staff performance reviews within Centre policies</p> <p>2.2 Support and mentor HEAL program staff (including volunteers) in their practice, ensuring that their legal information, advice, social support and casework services provided are appropriate, efficient and effective.</p> <p>2.3 Support the Manager – Family Violence Initiatives and the Director - Legal Services/Principal Lawyer in the management of the legal practice within the HEAL team.</p> <p>2.4 Develop and implement specific service initiatives and projects in consultation with the Manager – Family Violence Initiatives and Principal Lawyer – Family Violence Initiatives.</p>	<p>Provide support and supervision to members of the HEAL team to achieve program objectives and ensure individual goals and actions feed into broader team strategy.</p> <p>Engage in regular consultation with Manager – Family Violence Initiatives on the operation of the program.</p> <p>Engage in supervision as required.</p>



<p><b>3.</b></p>	<p><b>Governance and Accountability</b></p> <p>3.1 Participate in regular supervision with the Manager – Family Violence Initiatives and liaise with Principal Lawyer as required.</p> <p>3.2 Monitor and evaluate areas of responsibility in line with Centre’s organisational planning</p> <p>3.3 Actively contribute to and participate in centre planning and evaluation processes</p> <p>3.4 Undertake professional development in consultation with the Manager - Family Violence Initiatives.</p>	<p>Participate in regular supervision with Manager – Family Violence Initiatives.</p> <p>Provide written reports as required.</p> <p>Attend regular staff and team meetings.</p>
<p><b>4.</b></p>	<p><b>Administration</b></p> <p>4.1 Prepare regular reports for funders and partners as agreed and requested.</p> <p>4.2 Ensure relevant and appropriate records are maintained</p>	<p>Contribute to or make submissions to funders within contracted timeframes.</p> <p>Contribute to or submit acquittal reports to funders within contracted timeframes.</p> <p>Provide written reports as required</p>

CORE CAPABILITIES	
Capability	Description
<p><b>Communicating with Others</b></p>	<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>
<p><b>Working with Others</b></p>	<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>



**CORE CAPABILITIES**

<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><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 SELECTION CRITERIA (QUALIFICATIONS, KNOWLEDGE & SKILLS, PERSONAL ATTRIBUTES)

### **Mandatory Qualifications**

- Tertiary qualifications in a relevant discipline (including law, social work, health sciences)

### **Essential Knowledge & Skills**

- Demonstrated experience working with or within a multi-disciplinary environment
- Relevant experience in planning, co-ordinating and delivering services to people experiencing housing, homelessness, mental health and AOD need.
- Demonstrated ability to engage and liaise successfully with a diverse range of stakeholders in the community and government sectors at a senior level
- Excellent interpersonal and communication skills, and ability to produce high quality written and verbal reports
- Group facilitation and leadership skills with the ability to apply adult learning principles in a range of contexts
- Demonstrated experience in the planning, development and delivery of community education and development activities
- Demonstrated experience and understanding of the social and gendered context of domestic/family violence in the context of intimate partner violence
- Ability to work independently in a self-directed and self-motivated manner, while also actively contributing to a team based working environment
- Commitment to social justice and equality

### **Desirable Knowledge and Skills**

- Eligible to hold an unrestricted Employee Practising Certificate in Victoria
- Demonstrated post-admission experience in a broad range of matters, particularly in family violence, criminal law, tenancy matters, debt and generalist legal advice
- Experience working with people from Aboriginal and Torres Strait Islander backgrounds
- Experience working with people from Culturally and Linguistically Diverse (CALD) communities
- Experience working within the community sector

### **Personal Attributes**

- Ability to contribute to a positive working environment
- Team orientation
- Ability to manage multiple, competing priorities
- Discretion and professionalism



## MANDATORY REQUIREMENTS OF ALL EMPLOYEES

### Commitment to ECLC Vision, Mission, Aim and Values

Demonstrate commitment to the ECLC Vision, Mission, Aim and Values through employment activities and conduct

#### ECLC Values:

**Respect** - appreciating diversity and treating all people with dignity

**Compassion** - understanding the underlying causes of disadvantage & offering support without judgment

**Advocacy** - providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice

**Safety** - assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing

**Justice & human rights** - showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities

**Strong governance & assurance** - practicing proactive and transparent leadership and striving for continuous improvement

**Resourcefulness & practicality** - finding solutions through working collaboratively and generously sharing expertise

**Innovation & entrepreneurship** - encouraging new ideas, taking calculated risks to increase impact, and leading by example

**Quality & evaluation** - building evidence-based practice through a robust monitoring and evaluation culture

#### Self-Referral

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.

#### Pre-employment Verification

Appointment may be subject to satisfactory completion of screening requirements, including but not limited to:

- provision of a current practising certificate
- a valid Employee Working With Children Check
- National Criminal History Check
- International Criminal History Check
- verification of work rights in Australia
- certified copies of qualifications

## APPLICATION PROCESS

Applications including resume, cover letter and responses to the Key Selection Criteria to be submitted by 12.00am on Sunday, 10 January 2021 to [employment@eclc.org.au](mailto:employment@eclc.org.au)



**Applications must clearly address the selection criteria contained in the position description.**

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

- A face-to-face interview with the selection panel; and
- Professional reference checks.

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

Further Information: [www.eclc.org.au](http://www.eclc.org.au)

Questions: Please contact Susan Amos on 0437 743 549.