



Position Description

POSITION DETAILS

Job title:	Manager – Client Services
Classification level:	7
Service area:	Partnerships & Community Development
Primary Location:	Boronia
Reports to:	Director - Partnerships & Community Development
Direct reports:	Assessment Intake Referral and Response (AIRR) Team personnel
Employment status:	Ongoing, part-time/3 days per week All positions at the Centre are subject to the continuation of external funding
Employment conditions:	In accordance with the Eastern Community Legal Centre Enterprise Agreement 2013-2016 and applicable legislation
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
Remuneration:	Salary package of \$96,618.58 per annum (pro rata) comprising cash salary (\$87,200.88 per annum pro rata), employer funded superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992 (Cwth)</i> and leave loading on annual leave. In addition, the benefits of tax-effective salary packaging are available (including access to Accommodation and Meal Entertainment packaging)
Travel:	The position may require attendance at alternate locations, including other ECLC offices, in addition to occasional evening commitments. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed



EASTERN COMMUNITY LEGAL CENTRE

Eastern Community Legal Centre (ECLC) has been working with individuals and communities for over 40 years to resolve legal problems, improve laws and legal processes and alleviate socio-economic disadvantage, ECLC's vision is a community that respects and upholds human rights, fairness and justice.

ECLC provides legal services, including information and referral, education, advice and advocacy, primarily to people living in Boroondara, Manningham, Whitehorse, Maroondah, Knox and the Yarra Ranges, as well as some specific services in Monash.

ECLC aims to make legal help available to all those in the community who would otherwise not have access to a lawyer, whilst prioritising services and targeting programs to those who experience vulnerability and disadvantage.

POSITION CONTEXT

The Centre's Assessment, Intake and Referral 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 are centralised at the Centre's Boronia location, with ongoing support provided to its Box Hill and Healesville locations.

The Manager - Client Services will:

- Supervise and support AIRR Team staff to achieve Centre objectives
- 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 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
- promote and build volunteer capacity.

COLLABORATES WITH

ECLC CEO, Directors, Managers/Managing Lawyers, employees (in particular Enhanced Entry Co-ordinator) and volunteers.

DECISION MAKING AUTHORITY

Decision-making authority over day to day workflow and operational management. Strategic or program decision making made in consultation with the Director, Partnerships and Community Development.



KEY RESPONSIBILITY AREAS		
No.	Key Responsibilities	Performance Measures
1.	<p>Leadership, Supervision and Support of Assessment Intake Referral and Response (AIRR) Team Personnel</p> <p>1.1 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.</p> <p>1.2 Develop and enhance specific service responses and process improvements in consultation with the Director, Partnerships & CD and other relevant Managers.</p> <p>1.3 Support, guide and foster an environment of continuous improvement, best practice and innovation within the scope of the role to improve outcomes for clients seeking legal services.</p> <p>1.4 Review and develop individual professional development plans for AIRR staff.</p>	<p>Provide regular professional supervision to employees within the scope of the role.</p> <p>Monitor and extend high performing employees within the scope of the role.</p> <p>Deliver improvements and new initiatives that increase efficiencies and quality of direct services within the scope of the role.</p> <p>Monitor and address identified performance and conduct issues with employees within the scope of individual roles.</p>
2.	<p>Enhance approaches used in AIRR Assessment, Intake, (Triage) and referral pathways.</p> <p>2.1 Promote a consistent approach for Assessment, Intake (Triage), Referral pathways, systems and approaches including allocation of ECLC legal appointments for clients seeking services.</p> <p>2.2 Mentor and guide the development of best practice in the AIRR team.</p> <p>2.3 Work with Manager, Quality and Evaluation to analyse centre data to inform model enhancement and development.</p> <p>2.4 Review staff site roster weekly and support Senior Intake & Administration staff to provide coverage at each site within budget and resource capacity.</p>	<p>Common practice tools and approaches are implemented and monitored to ensure Live Intake.</p> <p>Facilitate opportunities for staff professional development across modalities.</p> <p>Compile evidence and report outcomes to support model and system development.</p> <p>Development of transparent rosters to ensure efficiency and support for staff at each ECLC site.</p>



<p>3.</p>	<p>Lead, progress and build upon recent AIRR staff and centre developments</p> <p>3.1 Review current practice and lead the implementation of operational changes for improved client experience.</p> <p>3.2 Contribute to broad centre initiatives and discussions relevant to ECLC and legal services response.</p> <p>3.3 Work with Managing Lawyer - Outer East/Yarra ranges to provide site management to the Boronia location as required.</p> <p>3.4 Working closely with the Director - Partnerships & Community Development to build and a culture of best practice across Assessment, Intake and referral systems and processes.</p>	<p>Demonstrate operational wisdom to guide effective decision making in consultation with AIRR staff.</p> <p>Identify new system designs and initiatives to improve client reach and client outcomes.</p> <p>Contribute to new initiatives as identified by the CSM role.</p> <p>AIRR policies refined to reflect AIRR changes in practice as required.</p> <p>Site issues raised to relevant Director/s.</p> <p>Positive culture of team performance developed and maintained.</p>
<p>4.</p>	<p>General</p> <p>4.1 Participate in planning with the Director - Partnerships and Community Development.</p> <p>4.2 Undertake training/professional development in consultation with the Director - Partnerships and Community Development.</p> <p>4.3 Adhere to all ECLC centre policy and procedures.</p> <p>4.4 Provide written progress reports as requested.</p>	<p>Participate in regular planning.</p> <p>ECLC policies and procedures adhered to at all times.</p> <p>Provide timely reports to update on progress and operational changes.</p>



KEY SELECTION CRITERIA (QUALIFICATIONS, KNOWLEDGE & SKILLS, PERSONAL ATTRIBUTES)

Mandatory Qualifications

- Tertiary qualifications in a relevant discipline.

Essential Knowledge & Skills

- Experience coordinating service delivery to members of disadvantaged and vulnerable communities and effectively promoting a client-focused approach.
- The ability to work in a fast-paced environment with capacity to engage, collaborate with and motivate others.
- Demonstrated experience in leading teams at geographically diverse operational sites.
- Demonstrated ability to engage and liaise successfully with a diverse range of community stakeholders, including the ability to manage escalated and challenging client interactions.
- Ability to evaluate and improve system design and measurement of outcomes.
- Excellent interpersonal, communication and negotiation skills.

Desirable Knowledge and Skills

- In depth understanding of legal issues within the community and the legal assistance sector.

Personal Attributes

- Ability to contribute to a positive working environment.
- Team orientation.
- Ability to work under pressure.
- 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

Engagement

- Actively participate in regular professional supervision, debriefing, performance reviews, centre planning and evaluation, professional development and relevant meetings

Integrity

- Adhere to expected standards of behaviour and demonstrate integrity as detailed in the ECLC Code of Conduct and centre policies and procedures

Inclusiveness

- Value social and cultural inclusiveness as a strength and engage positively through employment activities and conduct

Consumer/Client-Centred

- Prioritise the needs of consumers and clients, demonstrate commitment to client empowerment and works towards equitable access to legal services

Self-Referral

- It is Centre 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 must clearly address the key selection criteria. Applications that do not address the key selection criteria will not be considered.

Applications should be marked as *confidential* and emailed to the attention of:

Michael Smith
Chief Executive Officer
Eastern Community Legal Centre Inc.
Suite 3, Town Hall Hub
27 Bank Street, Box Hill 3128
employment@eclc.org.au

Applications close at Midnight, Sunday 20 January 2019

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.

Feedback will only be provided to interviewees on request.

Further Information: www.eclc.org.au

Questions: Please contact Chris Walsh, Director – Partnerships & Community Development on 0447 660 780.