



Peninsula
Community
Legal Centre

POSITION DESCRIPTION

Community Lawyer/Advocate

POSITION TITLE	Community Lawyer/Advocate Tenant Assistance & Advocacy Program (TAAP)
TENURE	Ongoing
DIVISION	Legal Services
LOCATION	Cranbourne & Frankston
CLASSIFICATION	Social, Community, Home Care & Disability Services Industry (SCHADS) Award 2010 2B Level 5
APPROVED BY	Chief Executive Officer

POSITION OBJECTIVE

The Community Lawyer/Advocate will work within the Tenant Assistance & Advocacy Program (TAAP) to assist vulnerable and disadvantaged Victorians to identify and resolve their tenancy issues through the delivery of high quality advice, casework and advocacy services.

The Community Lawyer/Advocate will provide duty lawyer/advocacy services at the Residential List of the Victorian Civil & Administrative Tribunal.

The Community Lawyer/Advocate also contributes to other aspects of the Program operation such as networking, community engagement, delivery of outreach services, identification of systemic issues, reporting and administration.

KEY ACCOUNTABILITY AREAS

1. Deliver high quality legal advice and casework, advocacy and representation services in accordance with the PCLC *Advice and Casework Guidelines* and TAAP Program requirements.
2. Provide representation/duty advocate services in accordance with the Centre's *Advice and Casework & TAAP Program Guidelines*.
3. Conduct ongoing casework in accordance with the Centre's *Advice and Casework Guidelines* and within the caseload/file limit directed from time to time.
4. Work closely and collaboratively with the Victorian Civil & Administrative Tribunal, Consumer Affairs Victoria and relevant staff.
5. Maintain an appropriate case management system, including undertaking regular file reviews.

6. Maintain accurate and up-to-date records, including file notes, service delivery, client and casework statistics and prepare information for narrative reports and case studies.
7. Develop and maintain up-to-date knowledge of relevant legislation, procedures and practices relevant to the position.
8. Develop and maintain up-to-date knowledge of relevant information, resources and referral options for clients.
9. Participate in regular supervision and caseworkers' meetings.
10. Ensure that all work is conducted within the requirements of the *Legal Profession Uniform Law Application Act 2014*, the Centre's professional indemnity insurance and the Centre's policies and procedures.
11. Liaise with relevant organisations and workers.
12. Represent Peninsula Community Legal Centre at relevant community, government and other forums.
13. Participate in community legal education activities as directed.
14. Identify trends and issues arising from legal advice and casework practice.
15. Participate in activities which seek to ensure greater legislative and practical protection for PCLC clients, such as submission writing and participation in campaigns.
16. Liaise with and report to the Practice Manager, General Law on a regular basis.
17. Assist with collection of data and preparation of reports and other accountability documentation as required.

ORGANISATIONAL RELATIONSHIPS & RESOURCE MANAGEMENT

Reports to:	Practice Manager, General Law Director, Legal Services Chief Executive Officer
Direct Reports:	No reports to this position

ACCOUNTABILITY, AUTHORITY & DECISION MAKING

The position reports directly to the Practice Manager, General Law.

All work and conduct is to be performed in accordance with PCLC Policy and Procedures, PCLC Strategic Plan, PCLC Work Plan and PCLC Advice and Casework Guidelines.

Professional judgement is exercised in the performance of routine tasks and client services.

Direction is sought prior to engaging in non-routine tasks and client services.

SELECTION CRITERIA

- Tertiary qualifications in a relevant field such as law, housing, community services, community development or social work.
- Highly developed advocacy skills

- Demonstrated knowledge of and commitment to social justice principles, understanding of the legal assistance sector and a commitment to PCLC 's vision and values.
- Experience in, or demonstrated capacity to undertake, direct legal service delivery, including provision of information, advice and referral services, negotiation and advocacy on behalf of clients, representation of clients in courts and other legal settings.
- Excellent verbal and written communication skills.
- Demonstrated knowledge of the law and legal system, relevant legislation and procedures and relevant current issues relating to residential tenancies.
- Experience in, or demonstrated understanding of the housing and the homelessness sectors.
- Excellent interpersonal skills.
- Well developed organisational skills and ability to work with minimal supervision.
- Competency in using word processing and electronic communication programs.
- Holds a current Victorian Driver's Licence and has access to a reliable and comprehensively insured vehicle.

OTHER RELEVANT INFORMATION

- You will be required to travel to PCLC branches, PCLC service locations and Courts and Tribunals. Access to a reliable and comprehensively insured motor vehicle is a requirement.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of PCLC and its clients, in a professional and confidential manner in accordance with PCLC's information and records management procedures.
- Ensure that all PCLC policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management and customer service.
- Act in a professional manner at all times while performing duties for and/or representing PCLC in line with the Staff Code of Conduct.
- An attractive remuneration package will be negotiated with the successful applicant. Salary packaging is available.

ORGANISATIONAL CONTEXT

Peninsula Community Legal Centre (PCLC) is one of 50 community legal centres in Victoria. It operates across six local government area in the south east of Melbourne – Cardinia, Casey, Frankston, Glen Eira, Kingston and Mornington Peninsula. PCLC is headquartered in Frankston and has branch offices in Bentleigh, Cranbourne, Pines and Rosebud.

The Centre works to empower and support disadvantaged community members of the South Eastern and Westernport region to use the law and legal system to protect and advance their rights and broaden their awareness of their responsibilities. The Centre offers general legal advice and casework services, specialist family law, tenancy, infringement law and family violence programs, and is active in community legal education and law reform work.

PCLC VISION & VALUES

Vision

A fair and inclusive society that promotes and protects human rights and equality before the law.

Values

- Fairness
- Empowerment
- Accessibility
- Respect
- Independence
- Quality

Mission

To advance justice through the provision of free legal services, education and advocacy in a community development framework.

Objectives

1. To effectively and innovatively utilise, manage and expand resources to achieve our mission.
2. To provide free and accessible legal advice, casework and representation in the Centre's catchment area, targeted to assist the most vulnerable.
3. To provide community legal education to empower and inform the community about legal rights and responsibilities.
4. To initiate and participate in law reform and legal policy activities relevant to the Centre's client base.
5. To develop, maintain and monitor relationships with stakeholders.
6. To effectively promote services.

Date prepared or last updated: September 2018