Position Description

This is an Aboriginal and/or Torres Strait Islander Designated Position, classified under ‘special measures’ of section 12 of the Equal Opportunity Act 2010. Only Aboriginal and/or Torres Strait Islander people are eligible to apply. Consumer Action Law Centre recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander culture to the heritage of all Australians and encourages Aboriginal and Torres Strait islander people to apply. If you have any questions, please email [lisa.n@consumeraction.org.au](mailto:lisa.n@consumeraction.org.au)

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| Position | First Nations Engagement Lead |
| Reports to: | Director, Engagement and Learning |
| Purpose: | The First Nations Engagement Lead is part of the Engagement and Learning team and contributes to Consumer Action’s aim of identifying and acting on the systemic consumer, credit and debt issues impacting on Aboriginal communities.  Our service provides free legal help to help people who have debts they can't afford to pay, so they can pay their rent or mortgage and put food on the table. We can also help when people have paid for things that don't work or that they can't afford, like second-hand cars or expensive mobile phone contracts.  The First Nations Engagement Lead will build and maintain relationships with Victorian Aboriginal Community-Controlled Organisations (ACCOs) to increase community understanding of common money and debt issues and empower workers and community to seek free help from a lawyer or financial counsellor.  The First Nations Engagement Lead requires a high level of a autonomy, specific First Nations community knowledge and the ability to support and provide advice to the Director, CEO and the Legal, Financial Counselling and Policy and Campaigns teams within Consumer Action.  A legal background is not required, but some understanding of financial/legal stress and its interaction with social issues will be an advantage in this role. |
| Direct reports: | 0 |
| Indirect reports: | 0 |
| Scope | The First Nations Engagement Lead engages with members of the Victorian Aboriginal and Torres Strait Islander community. Aboriginal controlled Organisations and other organisations working in the sector who help us at Consumer Action to better understand and identify issues important to Aboriginal and Torres Strait Islander people living in Victoria and how Consumer Action can best meet community needs and expectations.  The First Nations Engagement Lead will work with other teams in Consumer Action to share information about the legal and financial needs of community, help make sure legal help is accessible, and feed community experiences and stories into our policy priorities.  This role also works in partnership with other community legal centres such as Victorian Aboriginal Legal Service to engage with community and provide outreach sessions. This work enables community to access free legal advice about common credit and debt issues. |

Organisation chart:

Key Accountabilities:

Communication & Stakeholder Engagement

• Develop and implement strategies and an annual plan for community engagement.

• Initiate, coordinate and/or attend community engagement sessions in accordance with the needs of the community and opportunity to build relationships

• Lead the design and delivery of community focussed legal education and information including through contributing to the maintenance of the Koori Help website and other resources for community

* Work with other teams at Consumer Action (legal, policy and financial counselling) to deliver legal information to ACCOs and community groups

**Partnership**

* Support and maintain existing partnerships (e.g. with the Victorian Aboriginal Legal Service)
* Identify opportunities for new partnerships or projects with ACCOs and other key stakeholders in the legal and community sector
* Develop new partnerships to share expertise, learn from and empower community

**Informing policy work**

• Support the work of the Campaign and Policy Team. This may include:

* working with community to identify systemic issues and participate in campaign activities relating to issues impacting on Aboriginal and Torres Strait Islander communities.
* Informing the policy work of our Aboriginal Policy Lead as part of our partnership with VALS, by providing information about consumer issues that are coming from community and sharing community experience and wisdom.
* researching community issues through community stakeholder engagement and preparing briefs to the policy team.

***Supporting clients:***

* Provide support to Aboriginal and Torres Strait Islander clients in some circumstances. This may include direct client support in casework and litigation or where an Aboriginal and Torres Strait Islander client is participating in campaign work or media.

Qualifications/Experience/Specialist Skills:

* + Sound understanding of the historical and contemporary issues concerning First Nations Peoples of and in Victoria.
  + The ability to provide high level project management support.
  + Experience in the development and/or delivery of community engagement activities.
  + Qualifications and/or experience demonstrating knowledge and skills working with Aboriginal and Torres Strait Islander people in a justice or community service-related area such as health, community services, housing and homeless services.

Competencies:

* Strong knowledge of, and experience working with Victorian First Nations Communities.
* Demonstrated ability to communicate effectively with First Nations peoples and organisations to build rapport and establish relationships with a wide range of audiences both within communities, across the organisation and with external stakeholders.
* Able to work collaboratively and effectively in a fast-paced small team with competing priorities.
* Skill in building and maintaining networks.
* Ability to work with autonomy to plan work and balance a range of activities to meet deadlines, complete tasks, report on activities, and execute specific client and/or project activities.
* Demonstrated collaborative skills and ability to work effectively with and through others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others.
* Enthusiastic team member with a “can-do” attitude, proactive approach and willingness to solve problems.
* Good writing skills with intermediate skills in Microsoft Word and Excel.