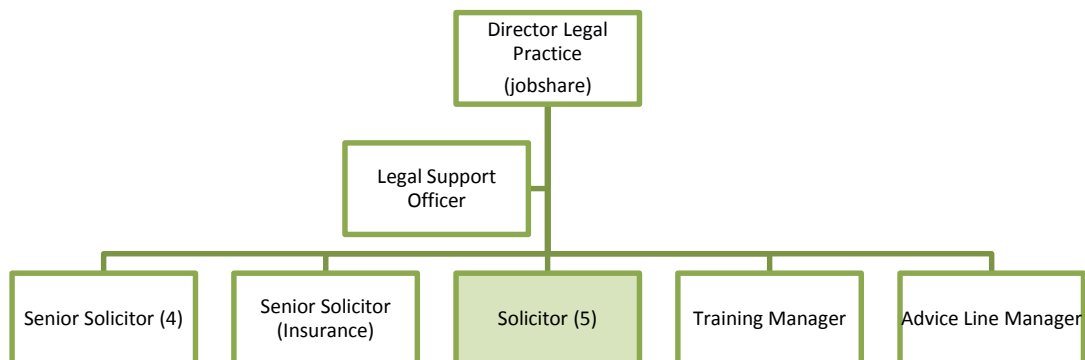


## Position Description

Position:	<i>Solicitor</i>
Reports to:	<i>Director Legal Practice</i>
Purpose:	<i>The Solicitor conducts legal casework files, provides telephone advice to community workers and the public, and represents consumers and their interests, in order to contribute to the education, policy and campaign work of the Centre.</i>
Direct reports:	<i>0.</i>
Indirect reports:	<i>0</i>
Scope:	<i>The Solicitor is one of a small team of legal practitioners. Service delivery area is across Victoria, and nationally where appropriate. Each year, our lawyers provide: more than 5400 discrete advice services (i.e. one-off information or advice) to consumers; more than 1400 discrete advice services to workers; more intensive, ongoing assistance to around 230 Victorian workers. Up to 20 external training/outreach sessions are also conducted by the legal team and we represent more than 120 clients for litigation and dispute resolution files.</i>

### Organisation chart:



**Key Accountabilities:**

- Conduct litigation on behalf of consumers and manage files and cases across the variety of judicial and external dispute resolution (EDR) forums, so that Consumer Action can achieve just outcomes for individual consumers and strategically;
- Provide telephone and email advice to members of the public, financial counsellors, and other community workers about credit, debt and general consumer rights;
- Identify systemic consumer issues, and contribute to policy and campaign activities relating to issues identified through litigation and telephone advice work;
- Under guidance, produce written educational material in relation to common problems being faced by consumers;
- Contribute to planning and presenting workshops to community workers and others where required;
- Undertake legal research relevant to legal problems identified through litigation and telephone advice work;
- Undertake other duties relating to the legal practice, and administrative tasks where required.

**Qualifications:**

- The Solicitor must be a qualified legal practitioner holding, or eligible to hold, a current Victorian Practising Certificate.

**Desirable experience/specialist skills:**

- Demonstrated experience in litigation and dispute resolution, or demonstrated ability and openness to learn and apply new skills;
- Stakeholder management and relationship management skills, in particular with experience in the community sector;
- Demonstrated skills in communicating with and advocating for disadvantaged, low-income, culturally and linguistically diverse client groups;
- Knowledge of substantive law relevant to the practice, of consumer protection policy, legislative framework and regulation generally and the ability to apply this knowledge:
  - in advising and advocating for consumers;
  - in identifying legislative or industry reform required to obtain more equitable outcomes for consumers, particularly those who are disadvantaged and vulnerable.
- Sound understanding of file management and the impact on the risk management profile of the legal practice;
- Understanding of the centre's goals and the role of casework in promoting broader consumer outcomes.

**Competencies:**

- Demonstrated strong interpersonal and communication skills, including the ability to tailor and modify communication to a range of audiences;
- Proven 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, treating all people with dignity and respect;
- Self-motivated and can demonstrate initiative, sound time management, organisational skills, risk management awareness and ability to deal with competing priorities under pressure;
- Shows a developing understanding of the role of coaching and mentoring;
- Professional integrity, shown through contribution to the maintenance of high professional and ethical standards within the legal practice and across the centre;
- Fosters continuous improvement by identifying opportunities for improvements to policies and systems.