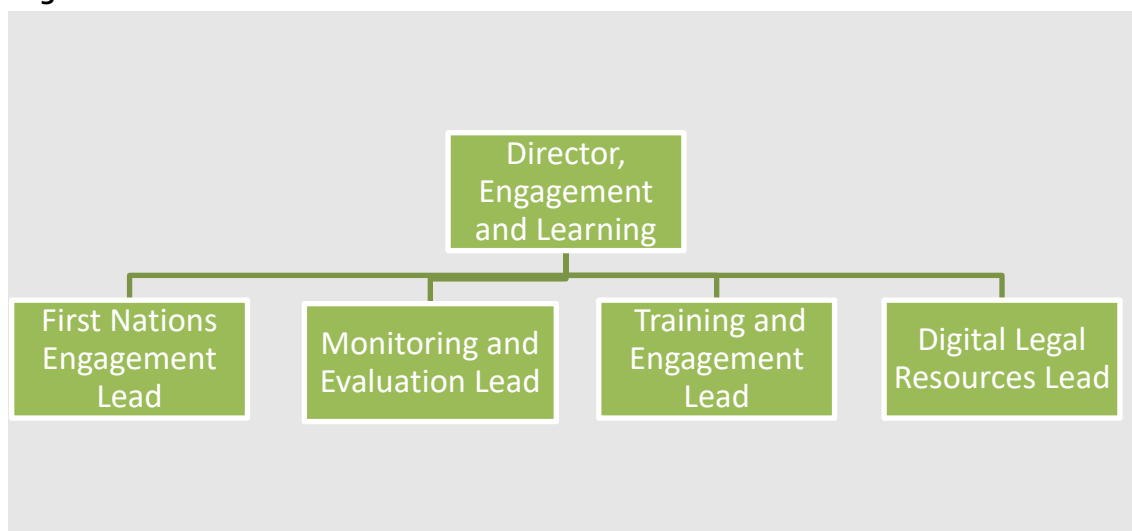


Position Description

Position:	<i>Digital Legal Resources Lead</i>
Reports to:	<i>Director Engagement and Learning</i>
Purpose and scope:	<p><i>As a member of the Engagement and Learning team, the Digital Legal Resources Lead is responsible for Consumer Action's online community and worker resources and education materials.</i></p> <p><i>This includes creation and continuous update of a new Scams Hub. This suite of online resources will be housed on the Consumer Action website, designed to support scam victims and community-based workers with navigation of the new scams laws and dispute resolution processes.</i></p> <p><i>This role will also lead design, creation, review and update of the broader suite of Consumer Action online materials. These include resources, tools and materials that are designed for community-based workers and community members.</i></p> <p><i>A central component of this role is collaboration with all other teams at Consumer Action to continuously identify and lead creation of the most needed digital resources for the workers and community members that we serve.</i></p>
Direct reports:	<i>None</i>
Indirect reports:	<i>None</i>
Contract term:	<i>Maximum Term - 2 years</i>

Organisation chart:



Responsibilities:

1. Create and manage the Consumer Action Law Centre's Scams Hub. This includes making sure the legal information is clear, easy to find, accessible, and useful for both community members and frontline workers, and that it aligns with the Federal Scams Prevention Framework laws.
2. Work closely with legal, financial counselling, policy, campaigns and engagement teams and our First Nations staff to identify gaps in content and ensure digital resources are accurate, up to date, reflect law reform and support CALC's strategic goals – particularly in the context of CALC's website upgrade project.
3. Oversee CALC's digital legal resources from start to finish. This includes regularly reviewing and checking the quality of online tools, guides and materials used by community members and community-based workers.
4. Monitor emerging issues and opportunities in the consumer sector and design new digital resources, tools and learning materials to meet priority needs such as financial abuse, disaster response, scams and consumer rights and responsibilities.
5. Create and deliver promotional and engagement materials to increase awareness, uptake and effective use of CALC's digital resources across online platforms.
6. Support CALC's wider engagement and education work by producing high-quality digital content.

Qualifications and experience

- Tertiary qualifications in either Community Development, Financial counselling, Law, Learning design, Information design/communication or other relevant discipline or equivalent experience (mandatory)
- Demonstrated experience in any of the following: the community legal sector, financial counselling sector, community legal education, community development and online digital resources design and development (mandatory)
- Experience working in an organisation working with First Nations clients and supporting diverse communities (highly regarded).

Key selection criteria

- Demonstrated experience leading the design, development and continuous improvement of digital resources, including web-based legal information, tools and learning materials, using accessible approaches.
- Strong understanding of consumer protection laws and/or demonstrated ability to build subject matter expertise in complex regulatory and policy environments.

- Demonstrated commitment to culturally safe, inclusive and equity focused digital practice, particularly in collaboration with First Nations communities and people experiencing systemic disadvantage.
- Strong understanding of design principles and accessibility of digital information for a diverse audience.
- Proven ability to collaborate effectively across multidisciplinary teams to identify priorities, co-design solutions and deliver shared outcomes.
- Excellent problem-solving skills including the ability to identify gaps, anticipate emerging needs and design innovative digital solutions.
- Highly developed written and verbal communication skills, with the ability to tailor content for diverse audiences and purposes.
- Strong organisational skills with the ability to manage multiple streams of digital work, meet deadlines and maintain quality standards.

About Consumer Action Law Centre

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.