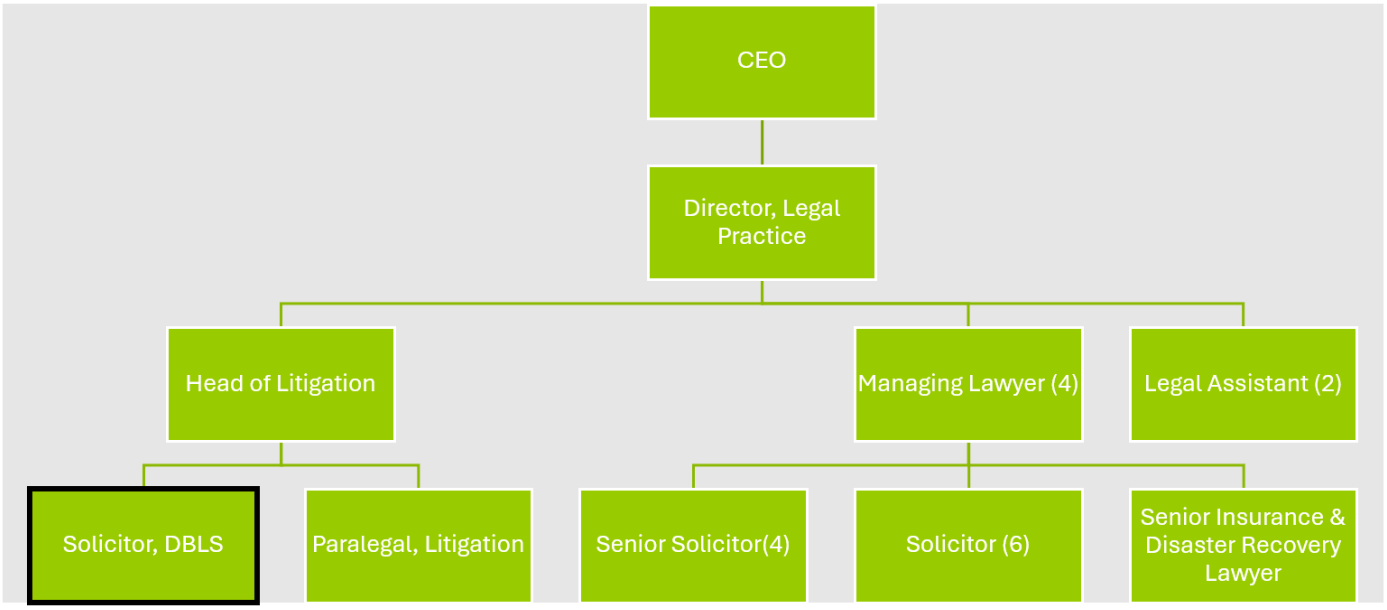
POSITION DESCRIPTION

Position	Solicitor, Domestic Building Legal Service
Reports to	Head of Litigation
Purpose and Scope	The Solicitor, Domestic Building Legal Service (DBLS), provides high-quality legal advice, representation and casework to Victorian homeowners experiencing domestic building disputes. Working under the general direction of the Head of Litigation, the role manages a range of legal matters, including dispute resolution and litigation before VCAT and other relevant forums, with a focus on achieving positive outcomes for clients. The position contributes to the delivery and ongoing development of Consumer Action's specialist domestic building legal service in partnership with Justice Connect. The Solicitor assists in identifying emerging issues arising from casework and contributes to service delivery improvements, policy and advocacy activities, and organisational objectives. The role delivers trauma-informed, culturally safe and client-centred legal assistance to people experiencing vulnerability and disadvantage. The Solicitor exercises professional judgment and initiative in managing legal matters while working within established organisational policies, procedures and strategic priorities.
Direct reports	0
Indirect reports	0

ORGANISATIONAL CHART:



KEY RESPONSIBILITIES

- Provide high-quality legal advice, casework, representation and advocacy to clients experiencing domestic building disputes.
- Manage a caseload of legal matters, including dispute resolution, negotiations and litigation before VCAT and other relevant jurisdictions.
- Conduct legal research and prepare correspondence, pleadings, submissions, witness statements and other legal documents.
- Exercise professional judgment and initiative in the management of legal matters, consistent with organisational policies, professional obligations and strategic objectives.
- Deliver trauma-informed, culturally safe and client-centred legal services to clients experiencing vulnerability or disadvantage.
- Develop and maintain effective relationships with clients, community organisations, regulators, government agencies and other key stakeholders.
- Contribute to the identification of systemic issues arising from casework and provide input into policy, advocacy and law reform initiatives.
- Assist with the development and delivery of community legal education, training and information resources to support consumer awareness and access to justice.
- Contribute to organisational projects, service improvements and reporting requirements, including maintaining accurate and timely client and case records.
- Collaborate with colleagues and partner organisations to support the effective delivery of the Domestic Building Legal Service and achievement of organisational goals.

QUALIFICATIONS AND EXPERIENCE

- Qualified legal practitioner holding, or eligible to hold, a current unrestricted Victorian Practising Certificate (mandatory).
- Demonstrated post-admission experience in legal practice, including litigation, dispute resolution and client casework (mandatory).
- Experience managing legal matters and providing legal advice to clients (mandatory)
- Experience in domestic building disputes, consumer law, construction law, or litigation before VCAT or a comparable jurisdiction (desirable).
- Experience working with people experiencing vulnerability or disadvantage (desirable).
- Experience contributing to policy, advocacy or law reform initiatives (desirable).
- Experience working in a community legal centre, not-for-profit or public interest environment (desirable).

KEY SELECTION CRITERIA

1. Demonstrated experience providing legal advice, representation and advocacy across a range of legal matters.
2. Ability to manage a caseload and competing priorities while delivering high-quality legal services.
3. Demonstrated knowledge of legal practice obligations, risk management and professional responsibilities.

4. Ability to identify emerging issues arising from casework and contribute to policy and advocacy initiatives.
5. Well-developed interpersonal and communication skills, including the ability to communicate complex legal information clearly and effectively.
6. Ability to build productive relationships with clients, colleagues and external stakeholders.
7. Demonstrated ability to work collaboratively within multidisciplinary teams and partnership-based service models.
8. Commitment to culturally safe, trauma-informed and client-centred legal practice.
9. Commitment to the values of Consumer Action Law Centre, including respect, fairness, reflection and courage, and the ability to foster an inclusive and culturally safe workplace.

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 sixty-five 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.

Discover more about Consumer Action, including our Strategic Plan and Impact Report, on our website.

ABOUT THE DOMESTIC BUILDING LEGAL SERVICE

Consumer Action is partnering with Justice Connect to deliver an expanded Domestic Building Legal Service for Victorians experiencing domestic building disputes, funded by the Victorian Government in the context of a new regulatory framework. Consumer Action leads strategic casework and litigation services and runs policy and campaigns to drive systemic change. Consumer Action also supports Justice Connects work leading the provision of self-help information, referrals, and high-volume legal advice services. Legal teams from both organisations collaborate closely with Consumer Action’s policy team and the data, insights and evidence generated across these services will guide and support the policy and campaigning work for a fairer building system in Victoria.