



Community
driven justice.

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POSITION INFORMATION: Legal Practice Manager

Fitzroy Legal Service is a community-based organisation, independent of government, dedicated to assisting the most marginalised members of the community with legal information, advice and representation, as well as championing law reform and conducting public interest litigation. Our services are offered across the Cities of Darebin and Yarra, and the inner north of Melbourne. For further information please visit our website <https://fls.org.au>

POSITION OUTLINE

Classification and conditions	<p>The terms and conditions of employment are set out in the <i>Community Legal Centres 2006-2009 Multiple Business Agreement (MBA)</i> and Fitzroy Legal Service policies.</p> <p>This position is classified at Level 5 of the Social, Community, Home Care and Disability Services (SCHCADS) Industry Award.</p> <p>All positions at Fitzroy Legal Service are subject to the continuation of external funding.</p> <p>The position is offered as a 1 EFT position (38 hours per week).</p>
Duration	Ongoing
Location	This position is based across Fitzroy Town Hall and Reservoir offices
Responsible to	Finance and Operations Manager
Direct Report/s	Front Office Coordinator (Reservoir) Client Services and Administration Officer (Fitzroy) Specialist Family Violence Court (SFVC) Administration Officer
How to apply	<p>Candidates are requested to email the following as <u>one</u> PDF document:</p> <ul style="list-style-type: none">• A covering letter, no longer than one page; and• A resume which includes details of education, work and volunteer experience. <p>Applications should be addressed to Brendan Kelly, Finance and Operations and emailed no later than 5pm Monday 23 May 2022 to bkelly@fls.org.au</p>

POSITION OBJECTIVE

The role of Legal Practice Manager oversees the administrative support for the day legal practice and it's three teams, namely:

- Criminal Outreach and Generalist Services
- Family Law and Family Violence
- Social Action and Public Interest Law

The position requires the provision of high quality administrative support to practice lawyers, ensuring office and administrative systems run smoothly, and ensuring the client experience is seamless.

RESPONSIBLE TO

The Legal Practice Manager reports to the Finance and Operations Manager, with some accountabilities to either the Principal Lawyer or Managing Lawyer/s.

KEY DUTIES AND RESPONSIBILITIES

Leadership

- Provide leadership, direction, support and supervision to administration/paralegal staff and volunteers

Information, referral and reception services

- Oversee provision of reception and information services provided by direct reports
- Oversee and maintain regular update referral directories and other information to support the information referral services; and
- Undertaking reception and information duties as required, including fielding client enquiries, by telephone or in person, providing effective referrals to appropriate agencies.
- Undertaking SFVC administration duties as required, including providing effective intakes, information and referral services

Legal Practice Support

- Oversee the intake of new clients and appointment bookings in line with casework guidelines
- Oversee incoming calls and correspondence for current clients
- Act as Administrator for ATLAS, assisting lawyers to manage ATLAS accounts, troubleshooting database issues, drafting and legal aid applications, monitoring grants of aid for clients
- Act as Administrator for Actionstep, managing user accounts and passwords, inducting new staff and providing training, troubleshooting issues as required.
- Monthly file auditing on Actionstep
- Management of Court Diary and lawyers' calendars
- At request of Managing Lawyers, organise locum lawyers
- Paralegal work, including drafting letters, court forms, billing, briefing barristers, as capacity permits

Resource, Information and Database Management

- Design and manage client information and data processes through Actionstep
- Generate data reports for funding acquittals, quarterly funding reports, funding applications and other purposes
- Coordinate client file management tasks as required
- Arrange for the safe disposal of confidential files when necessary
- Maintain database of accounts, passwords and other access requirements for external legal resources, ie. Law guru, VLA PLE collection, etc; and
- Manage the administration of legal resources, including precedent collection

Office Administration

- Coordinate day to day administrative functions across both offices, ensuring that reception is staffed at all times.
- General Office IT support and liaising with external IT Support to ensure the smooth operation of IT equipment.

General

- Attend internal staff and planning meetings, supervision and performance review processes
- Participate in professional development as identified
- Involvement in fundraising and other events as required
- Must adhere to organizational policies and procedures and support the agreed FLS Values and Behaviours; and
- Undertake other duties as reasonably required by the Finance and Operations Manager and Principal Lawyer

This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of FLS.