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POSITION DESCRIPTION

Care Consumer Law

Solicitor



The Solicitor will join the legal team at Care Consumer Law providing high quality legal assistance and representation in the Centre’s core areas:

* Consumer credit law
* Australian consumer law and consumer protection
* Consumer contracts, debt recovery and bankruptcy
* Financial abuse

The Solicitor assists with training and supervision of team members.

Subject to continued funding, this role will also involve duty lawyer and civil litigation at the ACT Civil and Administrative Tribunal and the ACT Magistrates Court.

**Title** Solicitor

**Classification** Social, Community, Home Care & Disability Services Industry Award 2010 (Level 7:1 – 7:3 depending on experience)

**Location** 19-23 Moore Street, Turner

**Employment Status** Permanent Full-Time

**Reports to** Principal Solicitor

About Care

## Care has been supporting the Canberra community since 1983 and we believe in financial fairness for all. We are a community organisation that provides free and confidential support and assistance to people living on low to moderate incomes or who are experiencing financial difficulty.

## **Our priorities**

* Providing information, advice, advocacy, and ongoing support for people in the community who experience financial hardship or exploitive lending practices.
* Working to educate the broader community about their rights, responsibilities, and options regarding financial issues.
* Advocating for fair changes at a systemic level.
* Being innovative in the community sector to achieve key outcomes, by focusing internally as an organisation, as well as working collaboratively with partner organisations.
* Constantly reflecting and evaluating of our services to ensure they meet the diverse needs of our various stakeholders.

## **Our values**

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

*Integrity:* Our practices are professional, ethical, and human centred.

*Inclusion*: We seek to provide culturally appropriate and accessible services to all people in our community.

*Diversity:* We value and foster a diverse workforce and design services to reach a diverse target group.

*Respect:* We are respectful and work with compassion and empathy to support the people we work for and with.

Care is a not-for-profit Incorporated Association.

About Care Consumer Law

The Consumer Law is a program of Care. We are a community legal centre accredited by and a member of the peak body for state and community legal centres in Australia, Community Legal Centres Australia (CLCA).

The Centre provides free legal advice and assistance to people in the ACT in relation to consumer credit and debt, insurance, Australian consumer law, general fair trading and consumer protection laws, contracts, debt recovery and bankruptcy and financial abuse.

We pride ourselves on undertaking systemic advocacy in areas of our expertise and aim to empower consumers by working towards reforming laws that are unjust and unfair. We prioritise supporting people experiencing financial hardship, disadvantage and vulnerability that may limit their access to justice without such support.

Care Consumer Law also provides outreach services through our Mobile Debt Clinic, offers a duty lawyer service at the ACT Civil and Administrative Tribunal, and assists enforcement debtors and persons in financial hardship before the ACT Magistrates Court.

It also operates the Defined Benefits Information Service (DBIS) for the ACT Motor Accident Injuries (MAI) Commission providing information and legal assistance to people injured and family of those injured in motor accidents in the ACT.

All of Care’s employees must have an understanding of, and commitment to, the vision of the organisation and the values underpinning this.

Position Description

The Solicitor works under direction of the Principal Solicitor. The position requires admission as a Legal Practitioner in the ACT and holding or being eligible to hold an Unrestricted Practising Certificate (UPC) issued by the ACT Law Society.

Duties

Service delivery

Provide timely, accurate and client focused legal service, including:

* Provision of legal advice, casework, duty lawyer and legal representation services in core areas of Care Consumer Law
* Provision of workers’ advice to Care’s other program staff, including financial counsellors, staff of other legal and community services and other providers
* Identify systemic industry practices of concern and work with Care’s Policy, Advocacy and Business Development Manager to contribute to policy development and advocacy
* Support clients through internal and external dispute resolution processes where appropriate and available
* Effective use of client management system ActionStep to record client data and obtain and analyse it for purposes of reporting
* Proactive management of client files
* Drafting of reports and other legal documents
* Other duties relating to legal practice and administrative tasks as required.

Supervision, reporting and policy and stakeholder engagement

Assist the Principal Solicitor with:

* Supervision, training and appropriate support of junior staff, paralegals, volunteers, and interns
* Development of templates and legal education, contribution to policy and procedure development
* Building and maintaining strong networks with stakeholders for one or more of the Centre’s programs.
* Representing the Centre and providing reform and policy input as a member of consumer networks, Territory and Australia-wide.
* Contribute to the review, development, and implementation of policies and procedures in accordance with relevant legislative or regulatory requirements and professional standards
* Ensure compliance with workplace health and safety and other professional standards
* Contribute to the development of health and wellbeing initiatives within the team

Training, professional development and meetings

* Attend training and professional development in accordance with requirements to hold an Unrestricted Practising Certificate
* Attend meetings as required
* Maintain and build professional knowledge and technical skills through participation in relevant professional development activities
* Perform other functions consistent with the classification level as directed.

Selection Criteria

* Qualified legal practitioner eligible to practice as a Solicitor and holding or eligible to hold an Unrestricted Practising Certificate in the ACT with at least 2 years post admission experience.
* Knowledge of, or capacity to acquire, consumer credit law, Australian Consumer law, insurance, contracts, and bankruptcy law
* Civil litigation experience and interest in duty services in courts and tribunals
* Experience working with and advocating for client groups who experience disadvantage and vulnerability
* Excellent written, oral communication and interpersonal skills, with the ability to build effective relationships with internal and external stakeholders
* Strong leadership, organisational, time management and decision-making skills
* A demonstrated commitment to Care’s values of equity, inclusion, and diversity

Summary Terms and Conditions

* Up to 38 hours, Monday – Friday, 9am – 5pm. Some flexibility is required and available
* Base salary commencement level SCHADS Award Level 7 (7.1 – 7.3)
* 4 weeks annual leave with 17.5% leave loading, paid annually
* Christmas Shutdown period excluded from annual leave and provided by Care
* Opportunity to purchase additional leave
* Above Award personal leave entitlement of 18 days per year
* Superannuation paid at Superannuation Guaranteed Rate of 11% to Employee’s choice of fund with opportunity for Employee co-contribution
* Salary Sacrificing available
* Terms and conditions are those set out in the Job Offer Letter, Care Employment Contract, Care policies & procedures, SCHCADS Award and the National Employment Standards as set out in the Fair Work Act (2009)
* All Care staff are required to comply with Care policies & procedures.

As with all of Care’s employment contracts, the position is reliant on continued funding availability.

*Care is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically, and religiously diverse backgrounds are encouraged to apply*