



Director of Referral Services (Full-time)

Recruitment Pack

SECTION 1: INTRODUCTION

PILCH is a leading Victorian, not-for-profit organisation which is committed to furthering the public interest, improving access to justice and protecting human rights by facilitating the provision of pro bono legal services and undertaking law reform, policy work and legal education.

In carrying out its mission, PILCH specifically seeks to address disadvantage and marginalisation in the community, affect structural change to address injustice, to foster a strong pro bono culture in Victoria and to increase the pro bono capacity of the legal profession. Since its inception in 1994, PILCH has provided free legal assistance to eligible not-for-profit organisations by leveraging the pro bono services of law firms, academics and barristers. PILCH aims to support and enhance the work done for and on behalf of the community by such organisations, which typically function with limited resources, by providing access to quality legal services.

PILCH is an innovative collaboration of private law firms, corporate legal departments, the Victorian Bar, the Law Institute of Victoria, community legal centres, and university law schools.

SECTION 2: POSITION DESCRIPTION

Job Title:	Director of Referral Services
Purpose:	The Director of Referral Services is responsible for leading and developing PILCH's Referral Services. PILCH's Referral Service assists over 2,000 individuals per year.
Position in organisation:	<p>The Director of Referral Services reports to the Executive Director and the PILCH Board.</p> <p>The Director of Referral Services manages a team of staff, secondees and volunteers, with three direct reports:</p> <ul style="list-style-type: none">• Referral Manager• Referral Services Co-ordinator• Volunteers Co-ordinator

Duties and responsibilities:

- Develop and maintain collaborative relationships with key stakeholders, including law firms and the Law Institute of Victoria and Community Legal Centres and community organisations.
- Work with the Executive Director to secure in-kind support from corporate and law firm supporters, and in particular develop and manage the secondee program.
- Supervise the Referral Services Legal Practice ensuring compliance with professional standards and providing strategic direction and support in relation to casework. Introduce new ways of working as required.
- Ensure compliance with governance and reporting requirements, including preparing timely and accurate reports for the PILCH Board and the Law Institute of Victoria.
- Develop and implement an annual strategic work plan for Referral Services at PILCH, ensuring there is a methodology for effective evaluation of the support provided. Ensure that this is clearly communicated within the Referral Services team and wider PILCH Management.
- Lead and motivate the Referral Services staff and secondees to achieve high standards of work
- Work with the Executive Director to secure ongoing and sustainable funding for the Referral Services to secure, prepare and then manage the budget accordingly.

- Identify legal needs trends and access to justice policy issues and contribute to law reform campaigns as appropriate
- Strategically promote and publicise the work of the Referral Services, including representing the Referral Services and PILCH in a range of public forums, networks and contributing to internal and external publications

This job description outlines the current duties 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 PILCH.

SECTION 3: SELECTION CRITERIA

Criteria	Essential/Desirable
Competencies	
<ul style="list-style-type: none"> Qualified solicitor or barrister eligible to hold a principal practising certificate 	Essential
<ul style="list-style-type: none"> Proficiency in Microsoft Office 	Essential
Experience	
<ul style="list-style-type: none"> Significant post admission experience working as a solicitor or barrister 	Essential
<ul style="list-style-type: none"> Experience working in a senior leadership role 	Desirable
<ul style="list-style-type: none"> Knowledge of the access to justice sector, including referral and/or telephone advice services 	Desirable
<ul style="list-style-type: none"> Experience in design and or implementation of evaluation of social services 	Desirable
Knowledge, skills and abilities	
<ul style="list-style-type: none"> Demonstrated ability to manage a team, including providing professional support and supervision to staff 	Essential
<ul style="list-style-type: none"> Demonstrated ability to develop and manage strategic relationships with a broad range of stakeholders 	Essential
<ul style="list-style-type: none"> Excellent communication skills, written and oral 	Essential
<ul style="list-style-type: none"> Demonstrated ability to plan and prioritise, including the ability to meet accountability and reporting requirements 	Essential

SECTION 4: RECRUITMENT PROCESS

The guidance set out below will assist you to complete your application and to understand the recruitment process. You can direct questions about the position and/or application process to the Director of Operations, Penny Morrow on 8636 4407 or by email to penny.morrow@pilch.org.au

1. Your application should comprise a CV and a statement outlining your suitability for the role with reference to the selection criteria
2. Applications are due on 22 July 2010 and should be addressed to Fiona McLeay, Executive Director of PILCH.
3. Applications should be uploaded via the PILCH website. You will receive an email acknowledging receipt.
4. After the closing date, short listed applicants will be contacted by phone to arrange interview times. Details of the interview (location, members of panel etc) will be confirmed by email. Applicants who have not been short listed will be notified by email.
5. Once all interviews have taken place, short listed applicants will be contacted and informed of the outcome either by email or phone and offered the opportunity to receive feedback.