

Position Description

Director of Programs

POSITION DETAILS

Employment Status	Full Time
Classification	SCHADS Level 8
Reports To	Chief Executive Officer
Location	Statewide

This position is advertised relying on an exception in the Anti-Discrimination Act, as a special measure. Accordingly, this position is open to women applicants only.

ORGANISATIONAL OVERVIEW

WLST provides a statewide community legal service for women in Tasmania, providing legal advice and information about legal and non-legal options through a dedicated telephone advice line, as well as face to face appointments, community legal education, outreach, drafting of law reform submissions and referrals to appropriate support services. Our clients are also supported by in-house financial counselling and social work services. WLST operates from three offices in Hobart, Launceston, and Burnie.

WLST is a community legal service funded by the Commonwealth Attorney-General's Department in recognition that in addition to the general legal problems that can affect everyone, there are some areas of law in which a woman's experience is different – as a victim of a crime, as a primary carer of children, or through discrimination or lack of equal opportunity in employment or business.

Some women also face additional barriers in accessing justice due to factors such as cost, childcare responsibilities, and feelings of intimidation in going to Court or dealing with a male dominated legal profession and judiciary. Our work focuses on the needs of vulnerable women who often have experienced family violence, sexual abuse, child sexual abuse and or other forms of discrimination or abuse. We understand that this is challenging work, and we offer staff a supportive environment that aims to maintain their resilience. Other issues such as language barriers, cultural backgrounds, disability, sexuality, or geographical isolation can compound to make access to a legal service intimidating and difficult. Workers at WLST are sensitive to the diverse needs of women as individuals and as a part of the community.

WLST are committed to addressing the structural barriers that prevent women from accessing their legal rights as identified in the Convention on the Elimination of Discrimination Against Women. We strive for gender equality in all its forms.

Workers at WLST are sensitive to the diverse needs of women as individuals and as a part of the community. WLST's mission is to promote justice, equality, and safety for women, particularly those who are disadvantaged or facing discrimination. WLST also auspice a Working Women's Centre.

WLST is committed to protecting children/young and vulnerable people from harm and require completion of screening checks prior to finalising employment.

POSITION OBJECTIVE

The Director of Programs is a high-level executive position responsible for leading location-based, as well as statewide, Women's Legal Service Tasmania client programs. In line with strategic and operational imperatives, the Director of Programs will support Principal Solicitors and senior Allied Health coordinators to deliver high quality, sustainable services that meet budget, performance and compliance requirements.

KEY ROLE RESPONSIBILITIES

1. Program Services

- Lead Principal Solicitors and senior Allied Health coordinators to ensure quality services are experienced by clients and stakeholders
- Critically analyse service capacity and respond to emerging trends and policy
- Assure program stability through the development and implementation of measurement, monitoring and evaluation systems
- Ensure consistent standards across a broad range of frameworks
- Ensure KPI's are met by all staff, against all contracts and manage those KPI's on a monthly basis, introducing a digestible reporting system monthly, ahead of management meetings
- Facilitate relationships with key stakeholders to actively build the reputation of Women's Legal Service Tasmania in the community and sector.

2. Governance, Compliance and Quality Control

- Manage, monitor and report on compliance in relation to statutory, funding and budget, grant, contractual and legislation obligations for service areas within Women's Legal Service Tasmania
- Identify, implement and monitor quality improvement operational processes and procedures to enhance program functions
- Contribute towards policy development, implementation and compliance across all areas
- Provide expert advice on the complex operational environment of social, financial, political and legislative change and reform agendas at both national and state levels
- Consult with the CEO and Executive Group to highlight areas for enhanced contractual performance.
- Contribute to and review and revise policy documents on an ongoing basis to continually improve WLST operations in conjunction with CEO and Operations Manager with a focus on legal, social work and financial counselling and financial literacy programs

3. Management and Supervision

- Manage financial, human and physical resources in an operationally effective and efficient manner including forward planning to meet objectives, management of priorities and the appropriate delegation of responsibilities
- Build and develop program leadership capacity to effectively support program leaders in achieving positive outcomes for clients and communities
- Provide strategic guidance, oversight and support to team leaders and staff
- Implement SCHADS Award competencies (alongside HR Manager and Line Managers) for all staff
- Support HR initiatives with a focus on a positive, inclusive culture of respect and quality ensuring regular supervision, consultation and development
- Lead by example and champion the values of Women's Legal Service Tasmania.
- Contribute to national leadership through:
 - co-ordination and capacity building of all WLSA principals (around leadership, integrated practice and professional development)
 - ensuring WLST contributes to national submissions through WLSA committees

4. Other duties

- Raise awareness and build understanding of Women's Legal Service Tasmania strategic and operational priorities and represent WLST at stakeholder meetings including CLC Tas, collaborative sector working groups
- Perform other duties as required.

SELECTION CRITERIA TO BE ADDRESSED IN AN APPLICATION

1. Appropriate qualification and/or proven experience in senior management role with sound business acumen
2. Relevant experience in the management of services, people, governance, compliance and quality in a service delivery environment
3. An understanding of and a commitment to the feminist framework of WLST and the principles of social justice and equality
4. Demonstrated ability to manage complex budgets
5. Demonstrated strategic leadership skills including mentoring senior leaders, relationship management and evaluation
6. Previous experience in managing change and the delivery of change management initiatives across an organisation
7. Knowledge of the community legal sector, relevant workplace acts and regulations and the proven ability to research, understand and interpret complex legislation
8. A high level of presentation and written and oral communication skills, with the ability to work effectively with clients, staff and stakeholders
9. Demonstrated highly developed organisational skills, and the ability to produce results under pressure
10. A current driver's licence and capacity to travel intra and interstate as required, including monthly visits to each of the sites
11. Hold a current Tasmanian Working with Vulnerable People (WWVP) Employment registration, or ability to obtain.

DESIRABLE CRITERIA

1. Experience leading in a feminist, trauma informed environment or a capacity and willingness to work in this way
2. Experienced lawyer ideally with at least 5 years post-admission experience