

POSITION DESCRIPTION

Manager Specialist Practitioners

Allied Justice is a for-purpose organisation providing free legal assistance, integrated services and community legal education.

When people experience deep and persistent disadvantages, they often feel trapped in dysfunctional relationships, lost in complex inefficient legal systems, unnecessary processes, and often suffering in silence. We are at the front line of these issues.

We have invested significantly in the development of our new Strategy 2025-2027 to ensure our organisation is providing contemporary integrated services to respond the shared and unique needs of the people we support across 11 local government areas in Western Victoria.

Our commitment is to change life stories through better access to justice, and we achieve this by applying our values – respect, courage, empowerment & kindness – to the people of the communities we serve, our stakeholders and our colleagues.

By providing legal services, community legal education, law reform and integrated services through client centered, trauma informed and culturally safe practice, we will improve the safety and wellbeing of families and individuals.

Position Title:	Manager Specialist Practitioners
Accountable to:	CEO
Reports to:	Director of Integrated Services & Engagement
Direct Reports:	Financial Counsellor Youth Worker/Advocate
Location:	Ballarat and/or Horsham
Travel:	This position requires regular travel in the region and to Melbourne
Level:	Level 7
Conditions:	All conditions are in accordance with Victorian Community Legal Centres Multi Enterprise Agreement.
Salary Packaging:	The benefits of tax-effective Salary Sacrifice arrangements are available to all staff subject to Allied Justices ongoing Fringe Benefits Tax exempt status.

POSITION SUMMARY

The Manager Specialist Practitioners leads Allied Justice's multidisciplinary specialist practice team, strengthening integrated, trauma-informed and culturally safe responses for clients experiencing complex legal, social, health and family wellbeing issues.

In addition to management and leadership responsibilities the Manager Specialist Practitioner will be a qualified social worker providing direct client support to clients within our Health Justice Partnership programs. The role will also require developing best practice obligations for a range of disciplines including financial counselling and youth work.

The role provides supervision, practice leadership and service coordination across specialist practitioners, supporting high-quality casework, strong partnerships and effective referral pathways. It works closely with legal, health, community and family service partners to improve safety, wellbeing and access to justice for individuals and families across the Grampians Region.

DUTIES & RESPONSIBILITIES

Leadership

- Work closely with the Director of Integrated Services and Engagement to ensure a consistent and collaborative management approach is applied across the legal team.
- Collaborate with the program managers in the planning and development of the Service's programs, projects and partnerships.
- Identify and support the implementation of multidisciplinary practice improvements.
- Identify learning and development opportunities for members of the specialist practitioners' team

Management

- Provide professional supervision, mentoring, and practice guidance to multidisciplinary team members.
- Coordinate integrated case planning and collaborative service responses across partner agencies.
- Support and maintain existing partnerships with Maternal and Child Health services and other key stakeholders.
- Promote best practice in family violence, trauma-informed, and person-centred service delivery.
- Support workforce capability development through coaching, reflective practice, and continuous learning.
- Monitor service quality, outcomes, and client risk to ensure safe and effective service delivery.
- Contribute to service design, program development, and continuous improvement initiatives.
- Represent the organisation in sector networks, partnership forums, and stakeholder meetings.
- Foster a culture of collaboration, accountability, and client-centred practice across the multidisciplinary team.
- Monitor the required caseload of each practitioner set in accordance with funding targets and capacity frameworks.
- Complete annual performance appraisals of the family law team.
- Review the quality-of-service delivery and outcomes using quantitative and qualitative measurement tools.

Client Services

- Maintain a small, appropriate caseload of clients, providing brief, intermediate and complex social work case management within the Health Justice Partnership and integrated service context.

- Provide secondary consultation, social work expertise and practice advice to legal staff, integrated services colleagues and external partners to support coordinated, trauma-informed and client-centred responses.

Specialist Practitioner Management

- Lead, supervise and support a multidisciplinary team of specialist practitioners, including social work, financial counselling, youth work and other integrated service roles.
- Ensure staff understand and meet their professional, ethical, legal and funding obligations, including requirements relevant to their discipline and practice context.
- Oversee team caseloads, service delivery priorities and client risk, ensuring work is allocated appropriately and delivered within capacity, funding targets and quality frameworks.
- Provide reflective supervision, mentoring and practice guidance that supports staff wellbeing, professional development and consistent high-quality service delivery.
- Work collaboratively with the leadership team to align multidisciplinary practice, clarify team deliverables and strengthen integrated responses across Allied Justice services.
- Support staff to apply relevant social work, trauma-informed, culturally safe and person-centred practice concepts when working with clients experiencing complex legal, social and wellbeing issues.

Community Development

- Continue to build and strengthen relationships with key partners and stakeholders.
- Establish group work to strengthen connection between mothers and combat risk factors of isolation and social capital.

Service Development & Reporting

- Support integrated service development, reporting and continuous improvement across specialist practice areas.
- Contribute to funding, compliance and program reporting requirements as directed.

Monitoring & Evaluation

- Monitor service quality, client outcomes, risk and practice consistency.
- Use data, feedback and reflective practice to inform service improvement.

Professional Development

- Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position and comply with CPD requirements

EXPECTATIONS OF ALL EMPLOYEES

Health and Safety

- Create, maintain, and foster a safe workplace

- Identify, report & correct any unsafe acts, conditions, or behaviours according to Allied Justice Policies and Procedures and OH&S requirements

Risk Management

- Ensure compliance with all requirements of the Risk Management Guide for Community Legal Services
- Operate within Allied Justice policies, procedures, funding guidelines, practice directions and legislative requirements

EEO and legislative requirements

- Contribute to zero tolerance of sexual harassment, discrimination, racism, homophobia, and transphobia in the workplace.
- Require all staff to be sensitive and inclusive of individual needs including but not limited to disability, culture, race or religion, as well as parental and caring responsibilities.
- Encourage applicants for all Allied Justice roles from diverse backgrounds.

Culture and Compliance

- Actively support Allied Justice's purpose, values and Strategy.
- Ensure compliance with Allied Justice Code of Conduct.
- Operate within Allied Justice policies, procedures, funding guidelines, practice directions and legislative requirements.
- Allied Justice encourages applicants from diverse backgrounds.
- Supports equal opportunity and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation

KEY SELECTION CRITERIA

Essential

1. Demonstrated experience leading, supervising or supporting multidisciplinary practitioners in community, legal, health or family services settings.
2. Strong understanding of trauma-informed, culturally safe, person-centred and family violence-informed practice.
3. Ability to coordinate integrated service responses and build effective partnerships across sectors.
4. Sound judgement in risk assessment, reflective practice, service quality and continuous improvement.
5. Excellent communication, organisation and stakeholder engagement skills.

Desirable

1. Experience working in a community legal centre, Health Justice Partnership or integrated service model.
2. Knowledge of service systems and referral pathways across Western Victoria.

QUALIFICATIONS

- Tertiary qualification in Social Work recognised by the Australian Association of Social Workers (AASW), or eligibility for AASW membership.
- Current Victorian Driver's Licence.
- Satisfactory National Police Record Check.
- Valid employee Working with Children Check.
- Current right to work in Australia.
- Physical ability to safely undertake all aspects of the position.

As a child safe organisation, Allied Justice requires disclosure of any formal disciplinary action by a current or former employer, including any finding of improper or unprofessional conduct.