

## Director Services

### Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach and support.

Circle Green provides accessible justice and seeks to create system, place and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

### Values



### Role Contribution

This role provides external and internal leadership for Circle Green.

The Director Services works as part of the Executive Leadership Team to deliver to the Strategic Plan. This role carries strategic and operational responsibility for service development, delivery, and performance.

Providing leadership and support to the legal service streams, the Director Services will work with the Principal Lawyers, Project Managers and corporate support team to drive a data-informed client-centric practice of high quality, accessible, responsive, collaborative and integrated legal services.

The Director of Services will ensure the organisation delivers on existing contracts and will work closely with the Chief Executive Officer to identify and create sustainable income streams for the organisation.

This role will support and promote collaboration and will develop and manage productive relationships with key stakeholders including other community legal centres, commercial legal services, funders, Board Members, and peak bodies as required.

### **Key relationships**

- Reporting to Chief Executive Officer.
- Working with the Director Operations and Chief Executive Officer as part of the Executive Leadership Team.
- Provide leadership and support to the team of Principal Lawyers and Project Managers.
- Working with other Western Australia community legal centres, peak bodies, funders and other external stakeholders.

### **Key Responsibilities**

#### Leadership and development

- Participation and contribution to the Executive Leadership Group, including participation in strategic planning, risk management and reporting to Board and funders.
- Support the strategic focus areas through development and implementation of operational plans.
- Provide strategic direction and support to the team to support achievement of the operational plan.
- Support, guide and cultivate an environment of continuous improvement, best practice, and innovation.
- Drive collaboration and integration across service streams.
- Develop and manage key external stakeholder relationships including representing Circle Green at external meetings and events.
- Focus on sustainability of funding, identification of gaps in service delivery and growth of community impact.
- Supports development of, and working towards, strategic advocacy platforms

#### Implementation and management

- Ensure the organisation delivers on funding contracts. Oversee reporting and accountability to funders, partners and community stakeholders.
- Work with services streams to implement new contracts, service initiatives and programs in partnership with relevant stakeholders to maximise impact.
- Develop the service leadership team capability to deliver quality and effective services, service impact and social innovation.
- Overall responsibility for management of service stream budgets.
- Work with the Data and Reporting Analyst to sponsor and support data informed service delivery and outcomes measurement. Ensure all service areas are implementing and supporting data collection and outcomes measurement.
- Foster an environment of continuous improvement across service streams, with a particular focus on client experience and intake process.
- Review and manage service delivery operational risks and ensure compliance with relevant legislation.

- Carry out other duties, consistent with the role, as directed by the CEO.

### Team Responsibilities

- Oversee the recruitment, induction and training of key staff.
- Manage staff development and performance.
- Encourage strong multi-disciplinary and cross-program collaboration internally and externally.
- Ensure Workplace Safety and Health (WSH) issues are managed appropriately and reported to the CEO as required.
- Implement Circle Green's policies and procedures and act in accordance with the organisation's purpose and values.
- Support, guide and cultivate an environment of continuous improvement, best practice, and innovation.

### **Selection Criteria**

- Appropriate graduate qualifications in a relevant discipline and experience in management and executive development with 3+ years in a similar position.
- Highly developed communication, leadership, management, EQ and team facilitation skills.
- Highly developed business acumen, conceptual, strategic and analytical skills.
- Demonstrated ability to lead innovation.
- Experience in leading a diverse team and delivering client outcomes in a complex service delivery environment.
- Well-developed verbal, written communication skills and negotiating skills.
- Demonstrated capacity to negotiate and work constructively with funding bodies and other stakeholders.
- Capacity to build organisational reputation and represent the organisation to a variety of stakeholders.
- Demonstrated commitment to high quality services and a culture of continuous learning.
- Demonstrated financial and budgetary capability.
- Excellent time management skills and the ability to manage multiple complex demands and meet timelines.
- A demonstrated commitment to human rights and social justice issues.

### Desirable

- Knowledge and understanding/experience of the delivery of legal services.
- Experience in community legal centres/ community-based organisations.