

Integrated Legal Practice Director, Mortgage Stress Victoria

Context	<p>Mortgage Stress Victoria (MSV) is a specialist community legal centre based in Melbourne's CBD. We provide free financial counselling, legal and social work services to Victorians in mortgage stress across Victoria. Our clients are complex, ineligible for other intensive supports and often at risk of homelessness.</p> <p>MSV is a service delivery organisation which draws from its casework experience to inform its systemic advocacy work.</p>
MSV Vision	Fair mortgages and secure housing for homeowners in debt.
MSV Purpose	We support people experiencing mortgage stress and drive systemic change to prevent mortgage stress.
Reports to	CEO
Term	Ongoing
Scope of Role	<p>The Integrated Legal Practice Director is responsible for overseeing MSV's life-changing financial counselling, legal and social work services to Victorians experiencing mortgage stress. The role is responsible for maintaining practice excellence and human-centred service delivery.</p> <p>The Integrated Legal Practice Director supports MSV's practice teams to thrive by creating an open and collaborative culture, developing staff capacity, fostering innovation and creating opportunities to magnify impact through external engagement.</p> <p>Overseeing the practice, the role will recognise trends and emerging issues and is relied upon for insights into the underlying causes of, and systemic solutions to mortgage stress.</p> <p>The role reports to the CEO and oversees the majority of MSV's staff.</p>
Key Responsibilities/Expectations	
	<ul style="list-style-type: none"> Oversee a high quality multidisciplinary (financial counselling, legal and social work) advice and casework service which furthers MSV's vision and purpose. Commitment to implementation of MSV's Strategy 2024-2027. Lead the practice management requirements across all three disciplines, including compliance with professional and training standards eg CLCA Risk Management Guide, Australian Financial Counselling Code of Ethical Practice, Australian Assn. of Social Workers Code of Ethics, management of MSV's trust account.

	<ul style="list-style-type: none"> • Lead MSV to achieve accreditation pursuant to the CLCA National Accreditation Scheme. • Identify and follow through on opportunities for practice improvement in collaboration with Program Managers. • Maintain practice data integrity, align data collection protocols with MSV's Outcomes Framework to ensure MSV can clearly articulate impact. <p>Culture:</p> <ul style="list-style-type: none"> • Work alongside the CEO to ensure team cohesion and a positive workplace culture. • Oversee the performance of team members. Provide supervision, support, advice and mentoring to Program Managers. • Alongside the CEO and Program Managers, promote staff wellbeing, diversity and cultural competency. <p>Expertise:</p> <ul style="list-style-type: none"> • Build upon MSV's recognised expertise in preventing and alleviating mortgage stress by continuing to develop team experience and specialist knowledge. • Oversee student placement programs as required to build recruitment pathways and contribute to workforce development. • Oversee practitioner contributions to MSV's systemic advocacy work. <p>Sector Collaboration:</p> <ul style="list-style-type: none"> • Develop and maintain networks to strengthen referral pathways, build MSV's reputation and contribute to collaborations aligned with MSV's purpose, eg building sector capacity by delivering training, contributing to industry consultation etc. • Oversee and contribute to community education projects, legal needs analysis, and engagement strategies as required. <p>Other:</p> <ul style="list-style-type: none"> • Manage financials to ensure that practice objectives and priorities are met. • Support MSV's fund raising strategy by identifying and contributing to funding / grant applications. • Other relevant work as directed.
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Qualifications & Skills	
Key Selection Criteria	<p>Mandatory</p> <ol style="list-style-type: none"> 1. An engaging and collaborative leader committed to supporting and motivating teams to deliver. Demonstrated experience (minimum of 3 years) in a leadership role. 2. Eligible to hold principal practicing certificate. 3. Extensive legal practice experience (at least 5+ years post admission - preferably with experience as a principal lawyer) with deep consumer credit expertise. Knowledge of general consumer law incl. insurance law. 4. Demonstrated ability to manage a high performing integrated practice, including strong understanding of professional and ethical obligations and risk management. 5. Experience working effectively alongside complementary (non-legal) professions and a deep respect for MSV's 3 practice areas as equally important contributors to our integrated practice. 6. Ability to deliver change management process. 7. A commitment to social justice and appreciation of access to justice deficit and challenges faced by disadvantaged communities. 8. Experience delivering practice improvement via technology which meets service objectives and is well adapted to client needs. 9. Ability to set and deliver work outcomes. Ability to work autonomously. 10. Highly developed analytic skills. 11. Highly developed oral and written communication skills, including demonstrated specialist writing and editing skills. 12. Ability to manage challenging interpersonal (including stakeholder) dynamics. 13. Demonstrated commitment to MSV's vision, purpose and Strategy 2024-27. <p>Desirable</p> <ol style="list-style-type: none"> 1. An understanding of and experience implementing trauma informed practice approaches/methodologies. 2. Experience managing financial counsellors and/or social workers. 3. Experience developing or adapting AI informed or other online legal service provision.



Mortgage Stress Victoria

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| | <ol style="list-style-type: none">4. Experience delivering education or information based services to diverse cohorts.5. Holds a principal practicing certificate.6. Experience in one or more of the following areas of legal practice: infringements, family law, family violence, property law, motor vehicle accidents, TAC.7. Experience in a policy development or influencing role.8. Experience in securing project funding.9. An ability to analyse the causes of mortgage stress and to think flexibly, innovatively and “outside the square”. |
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