

Position Description



Position:	Director, Civil Law
Classification Code:	SAES1
Division:	Civil Law

POSITION DESCRIPTION

Summary of Role:

The Director, Civil Law Division (the Director) is responsible for leading an exceptional legal team with specialist expertise in civil and administrative law matters so as to assist vulnerable people facing disadvantage to effectively engage with the justice system to address their legal problems, including overseeing the delivery of various programs and services provided within the Division. The Director will be committed to ensuring the provision of high quality legal work to some of the most vulnerable members of our community and contributing to the leadership of the Legal Services Commission (Legal Services) as a member of the senior management team. They will be knowledgeable and enthusiastic about the work and ethos of Legal Services.

The Director will work with the Team Leaders and staff of Legal Services' Civil Law Division to deliver consistent, high quality and efficient legal information, advice and representation to clients in a manner consistent with the Division's objectives, within budgetary constraints and consistent with relevant funding agreements. As the leader of the Civil Law Division, the Director is required to implement and oversee effective collaboration between staff in the Division and those across Legal Services to provide a comprehensive service to Legal Services' clients.

A key aspect of the Director's role is to maintain and develop effective systems and processes to promote high quality legal work. The Director is also accountable for implementing a program of professional development and wellbeing in support of legal practitioners in the Division and promoting a culture of trust, support and commitment to continuous improvement.

The Director will be a specialist in civil and administrative law from the perspective of assisting vulnerable people facing disadvantage to effectively engage with the justice system to address their legal problems. The Director will be familiar with the Commonwealth civil law priorities identified in the National Access to Justice Partnership (which include consumer law, human rights and anti-discrimination, migration and social security matters) and will appear in both the Administrative Review Tribunal (ART) and the South Australian Civil and Administrative Tribunal (SACAT). The Director will be responsible for the management of a complex caseload, including providing some representation services as counsel where appropriate and consistent with their expertise and leadership responsibilities.

The Director is expected to exercise a high level of judgement in decision making and will work closely with other Senior Managers at Legal Services, and internal and external stakeholders, to

achieve Legal Services’ wider strategic objectives as set out in Strategic Framework, including the delivery of identified priorities and projects.

Reports to:

Chief Executive Officer

Direct Reports:

Senior Lawyer and Team Leader/s
Team Leader, Administration

Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intra/interstate travel.
- may be required to work at any Legal Services office as required.
- will undergo periodic National Police Clearances and DHS Working with Children Checks.
- is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- is required to maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- is required to comply with requirements of Legal Services in house costing of case and non-case related work and any other costing systems.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

Area	Duties	Key Performance Indicator
Leadership	Lead the Civil Law Division as a high performing team, ensuring that appropriate services are provided in an efficient, timely manner, encouraging effective teamwork, innovation and process improvement. Provide direction and guidance to Legal Services practitioners on questions of law, practice and procedure, ethical questions and service standards. Drive the implementation of new technology and practice to assist service delivery.	Service objectives in relation to quality, cost and timeliness of work are achieved.
Strategic Objectives	Anticipate emerging issues and changing context.	Strategic initiatives are implemented to a high standard,

	<p>Develop a clear strategic vision for the Civil Law Division including support for high quality legal practice, innovative use of technology and integrated service provision, operational excellence and a foundation for future legal services.</p> <p>Communicate strategic priorities clearly and effectively to the Civil Law Division.</p> <p>Lead the Civil Law Division to deliver against strategic objectives.</p>	<p>meeting all objectives including time and cost parameters.</p> <p>Develop a Project Plan for service delivery including setting objectives and deliverables</p>
Quality Services	<p>Demonstrate that services are aligned with strategic objectives.</p> <p>Develop systems for quality control and supervise the Team Leaders and Administrative support staff in system implementation. Continually measure and monitor performance.</p> <p>Arrange, oversee and monitor a program of performance feedback, professional development and continuing legal education, ensuring the integration of service quality standards in the Civil Law Division’s training program.</p> <p>Address client complaints and integrate improvements identified through client and stakeholder feedback.</p> <p>Advise Chief Executive Officer about law reform issues and changes to the law relevant to the Civil Law Division and its clients.</p>	<p>Services are aligned with strategic objectives and achieve identified quality standards.</p>
Stakeholder relationships	<p>Actively promote the image and standing of the Civil Law Division as a leading and highly respected law practice in civil and administrative law to empower vulnerable people facing disadvantage to effectively engage with the justice system to address their legal problems.</p> <p>Represent Legal Services on relevant Committees and Working Parties, including National Legal Aid and Court Committees.</p> <p>Liaise with the Courts and Tribunals, the Commonwealth and State Attorney-General’s Departments, the Law Society and other agencies and professional groups, including National Legal Aid, to ensure that Legal Services responds to</p>	<p>A Stakeholder Engagement Plan is in place and implemented.</p> <p>Effective reporting on key stakeholder activity.</p>

	<p>and assists in all initiatives aimed at improving access to justice and relevant government programs directed at civil law issues, including changes to practice and procedure.</p> <p>Conduct public presentations and community education activities within the areas of activity of the Division.</p>	
Project Management	<p>Deliver identified process redesign and project goals, in line with strategic objectives. The Director will also be required to drive implementation of systems for evaluating project delivery and monitor expenditure of project budgets and resources.</p>	<p>Meet Project Plan Objectives and Deliverables</p>
Reporting	<p>Focus on results and reflect on the performance of the Civil Law Division through the provision of effective reports.</p> <p>Develop metrics for effective service delivery and establish effective management reporting protocols.</p> <p>Comply with reporting obligations imposed through funding agreements for Legal Services.</p> <p>Report regularly to the Chief Executive Officer concerning the performance of the Civil Law Division.</p>	<p>Targets for provision of accurate and on time reporting and interpretation of data are achieved</p>
Drive Culture	<p>Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace by adopting appropriate management practices to manage legislative requirements of the <i>Work Health and Safety Act 2012</i>.</p> <p>Embrace and contribute towards diversity and cultural differences in the workplace by advocating equal employment opportunities and diversity in the workplace.</p> <p>Promote and maintain a commitment to cultural competence and an inclusive workplace in support of First Nations people and other underrepresented groups.</p> <p>Act in accordance with the Appropriate Workplace Behaviours Procedure at all times.</p> <p>Motivate others by encouraging them regularly to contribute to planning for the future.</p>	<p>Lead active participation and contribution in responsible, diverse and safe work practices.</p> <p>Support a culture of reporting hazards and incidents to enable continuous improvement.</p> <p>Pro-active measures are undertaken to adhere to and prevent injuries (physical and psychological).</p>

	<p>Consistently influence others to achieve objectives, especially in times of change and difficult situations.</p> <p>Anticipate the drivers and obstacles to change and identify ways to build on or reduce their impact.</p> <p>Work within the legislative requirements of the <i>Legal Services Commission Act 1977, Fair Work Act 1994, Work Health and Safety Act 2012, Equal Opportunity Act 1984, Return to Work Act 2014 (SA), Independent Commissioner Against Corruption Act 2012 (SA), Public Interest Disclosure Act 2018</i> and other relevant Acts and Regulations.</p>	<p>Meet with staff regularly in addition to regular PDCs.</p> <p>Individual differences are encouraged and accommodated in the workplace.</p> <p>Ensure procedural fairness and confidentiality is maintained at all times.</p> <p>Abides by the Acts, Regulations, Policies and Procedures.</p>
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PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications:

- Be an admitted practitioner of the Supreme Court of South Australia or currently eligible for admission to practice in South Australia.
- Be included on the roll of practitioners for the High Court of Australia.
- Hold an unrestricted Category C Practising Certificate or currently eligible to apply for an unrestricted Category C Practising Certificate.

Personal Abilities/Aptitudes/Skills:

- Proven ability to lead, motivate and engender co-operation at all levels, create cohesive work teams, effectively delegate and apply effective leadership principles.
- Ability to communicate and embed strategic vision for future legal practice and legal assistance service delivery.
- Demonstrates and assists others to implement respectful collaboration, based on the highest standards of ethics and sound practice.
- Exemplifies personal drive, resilience and professionalism.
- Is committed to continuous improvement as a leader and legal professional and is open to new ways of working.
- Sound analytical ability to identify and analyse problems and formulate and implement practical courses of action.
- Ability to research and analyse complex legal issues and to formulate law reform and systemic change recommendations for consideration by governments and other funders.
- Proven ability to establish and maintain sound working relationships with clients, staff, the leadership of Legal Services and stakeholders across a range of organisations, agencies and services.
- Exceptional communication and presentation skills, both oral and in writing.
- Ability to make public presentations and speak on the law.

- Ability to lead effectively through processes of setting direction, motivation, delegation and monitoring performance.
- Models financial responsibility and understanding of financial management and controls.
- Proven ability to achieve effective results within relatively tight time frames.
- Sensitivity to, the needs of disadvantaged people and the social context of a legal aid system.

Experience:

- Have a minimum of eleven years post-admission experience in a relevant legal field.
- The appointee must have demonstrated experience in:
 - leading a team of lawyers involved in providing legal services in one or more of the Commonwealth civil law priorities identified in the National Access to Justice Partnership (which include consumer law, human rights and anti-discrimination, migration and social security matters);
 - solicitor work and/or advocacy in such matters including in superior court jurisdictions and on appeal;
 - change management and implementation of new systems;
 - private or public practice file management, time recording, and costing of files.

Knowledge:

The appointee must have:

- knowledge of the Professional Conduct Rules issued by the Law Society of South Australia;
- knowledge of the principles of leadership and management;
- an understanding of strategic planning processes;
- familiarity with performance measures/indicators;
- an understanding of Workplace Health and Safety and Equal Opportunity principles

Position Description Approval

Approved by:

Signed by:
Annmarie Lumsden
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Delegate

27 March 2026

Date