



POSITION DESCRIPTION

Position:	Legal Concierge (Bicultural worker) Fixed Term Part Time Ending 30 th June 2025
Hours and days of work:	9am – 5.06pm with ½ hour lunch break (7.6 hours per day) Monday – Friday 2 Days per week
Location:	13A Wingate Avenue, Ascot Vale 3032
FTE:	0.4
Classification:	Level 3.1 Victorian Community Legal Centres Multi-Enterprise Agreement 2024 – 2027 + 3%
Reports to:	Principal Lawyer, Manager
Date Approved:	July 2024

History

The Moonee Valley Legal Service Inc (MVLS) is a not-for-profit organisation which commenced operation in 1985 (previously known as Essendon Community Legal Centre). The centre is a not-for-profit community service managed by a volunteer Board of Management. The MVLS is funded primarily by the Commonwealth and State Governments through the CLSP Program. MVLS provides free legal advice, assistance and referrals to people who live, work or study within the City of Moonee Valley catchment, as well as free community legal education to organisations, services and the wider community.

Our Vision

Equity and justice for all.

Our Purpose

- Provide free, accessible, holistic wrap-around legal and support services in our community to enhance wellbeing, fairness, equity and justice
- Empower our clients to improve their legal outcomes.
- Connect people to and promote understanding of the law.
- Drive positive change to address injustice and inequality in systems and laws

Our community

MVLS is co-located with Wingate Avenue Community Centre in the Ascot Vale public Housing estate. Our catchment services the Flemington public housing estate and has partnerships with several other residential facilities.

We work closely with multifaith and multicultural communities to deliver programming that is culturally safe and relevant.

Between 2021 and 2023, Moonee Valley Legal Service supported a diverse group of clients. Key characteristics of our clients during this time were:

- 90% of clients face financial disadvantage.
- 63% of clients are culturally and linguistically diverse (CALD), including in total speaking more than 68 languages other than English at home.
- 62% of clients were born overseas.
- 39% of clients living in public housing.
- 28% of clients indicated they have a form of disability.
- 25% of clients indicated they were at risk of or experiencing family violence.
- 17% of clients indicated that they were at risk or were experiencing homelessness.
- 10% of clients were under 25 or over 65 years of age.

Position Objective

MVLS is committed to working with Bi-cultural workers with lived experience of public housing to increase community representation in our service.

As a Legal Concierge, you will work in a team to reach out to individuals and communities with whom you share similar cultural experiences and understanding. You will be supported to consult with and share information in relevant languages and in culturally appropriate ways.

You will use your cultural knowledge or lived experience to negotiate and communicate between communities acting as a bridge to facilitate mutual understanding of community interests and needs.

Bi-cultural workers are also advocates. You will speak out about barriers, challenges and discrimination faced by their communities and advocate for change.

Key Responsibilities

- Contribute to the day-to-day work of the Community Legal Centre.
- Support in the development of community legal education, community projects, and community legal information for the local community.
- Facilitate community-led project development and planning to ensure accessibility and relevance for community groups.
- Assist MVLS and other partner organisations with community engagement, consultation and co-design to identify community interest, needs, strengths or challenges.
- Review materials, resources and services to assess accessibility or relevance.

- Develop language and messages about the service, to be shared on social media.
- Share service information with community groups in relevant language and culturally appropriate ways.
- Educate community members about services and facilitate access.
- Support the Community Lead with ad-hoc administration tasks.
- Share information regarding cultural perspectives/tradition/values to facilitate cultural safety.
- Advocate for community needs at an organisational level.
- Other duties as required that align with the level of responsibility as described in the classification of the Victorian Community Legal Centres Multi-Enterprise Agreement.

Selection Criteria

Essential

- Bi-lingual or multi-lingual (including proficiency in English and identified community languages) Oromo, Tigrinya, Somali, Amharic, Arabic, Vietnamese, Chinese.
- Shared lived experience; an understanding of culture, tradition, values and refugee-like experiences (when relevant).
- Awareness of community networks, systems and structures.
- Community networks/connections and demonstrated relationship building skills.
- Understanding of general community strengths, challenges, interests and needs.
- Experience in community advocacy, leadership or other community work.
- Experience engaging with organisations and other stakeholders.
- Effective cross-cultural communication skills.
- Cultural bridging skills:
 - demonstrated ability to explain complex ideas in culturally relevant and accessible ways
 - Demonstrated ability to feedback community perspectives to employing agencies
 - Knowledge of Australian systems, navigation and referral pathways
 - A commitment to advocate for community needs
 - Respect and acceptance of diversity and difference
- A demonstrated awareness of the different experiences of privilege and disadvantage.
- A demonstrated awareness of community strengths (strength-based practice).
- A demonstrated awareness of how trauma impacts on individuals and communities.
- Basic computer and literacy skills.