# Position description

**Position title:** Data and Reporting Coordinator

**Reports to:** Program Manager, Community Legal Centre Funding and Development

**Program area:** Regions and Service Delivery

**Location:** Naarm / Melbourne CBD, on Wurundjeri Country

**Classification:** VLA4 - V4AO6C

**Position type:** Maximum term

## Position Summary

This role is responsible for the coordination of Community Legal Centre (CLC) service data and reporting functions in the Community Legal Centre Funding and Development program (CLC Program) at Victoria Legal Aid (VLA). The role includes supporting CLCs with their planning and reporting on state and national government funding and VLA funding for services and programs managed through the Community Legal Services Program (CLSP), as well as collating analysis and reports on the reach and impact of CLC services. The role contributes to sector wide initiatives on service data analysis, legal needs analysis, and sector reporting on service delivery and outcomes, to support evidence-based services that meet legal needs and increase access to justice for Victorian communities.

## Responsibilities

1. Prepare aggregate analysis and reports on Community Legal Centre services, funding streams, and programs for a range of stakeholders including VLA, CLCs, and government.
2. Provide guidance to assist CLCs to prepare multi-year CLSP plans aligned with their strategic plans, legal needs analysis, and funding stream requirements, and annual reports on their service delivery, outcomes, and highlights and challenges.
3. Assist CLCs to ensure service data collection and reporting aligns with funding agreements and the legal assistance sector National Data Standards and reporting requirements.
4. Coordinate VLA’s CLC data management practices to ensure privacy, storage, use and governance of CLC data held by VLA consistent with VLA’s obligations to CLCs and relevant privacy and data governance policies and legislation.
5. Engage with sector stakeholders including the Federation of CLCs, Community Legal Centres Australia, and the Department of Justice and Community Safety to streamline reporting practices, implement data sharing agreements, and ensure effective reporting of CLC services.
6. Review CLSP plans and reports and engage with CLCs to identify trends, challenges, opportunities for collaboration, funding advocacy priorities, and any operational or performance concerns requiring further support.
7. Coordinate service data analysis and reporting tasks conducted by the Operations Officers.
8. Build relationships and contribute on behalf of VLA to legal assistance sector initiatives and working groups relating to data, reporting and outcomes-based practice.

## Key selection criteria

1. Demonstrated experience in analysis, reporting, monitoring and/or evaluation in the community and/or public sector.
2. Demonstrated experience coordinating reporting across large partnership and grant funding programs, including designing and implementing streamlined, useful reporting templates and processes for community organisations.
3. Highly developed data analysis skills, with ability to analyse quantitative and qualitative data from multiple organisations and funding streams and identify and report key findings.
4. Highly developed oral and written communication skills, and experience preparing reports, presentations, and communication materials for different audiences.
5. Demonstrated ability to work collaboratively with a wide range of internal and external stakeholders and foster a cooperative and supportive team environment.
6. Demonstrated experience in implementing sound data management, privacy, and data governance practices.
7. Highly developed skills and proficiency in the use of Microsoft Office Suite and other relevant systems and dashboards for service data and reporting.
8. A knowledge of the general business of VLA and a commitment to our vision and values.

## Qualifications/experience

* Tertiary qualification in data, analytics, reporting, evaluation, project management or a similar field, and/or equivalent professional experience (mandatory)
* Experience in program and funding administration and broad knowledge of the community legal sector in relation to the provision of services, funding sources and general issues (highly desirable)
* Demonstrated experience working with First Nations Australians and understanding of cultural norms and communication styles (highly desirable)

## Other relevant information

* To be eligible to apply for this position you must have the right to work in Australia (i.e., be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa).
* All appointments are subject to reference checks and pre-employment misconduct screening. A preferred candidate with an adverse conduct history or criminal record will not necessarily be precluded from employment with VLA and each application will be considered on its merits. Pre-employment checks for this position may include:
  + You will be required to consent to a police check.
  + You may be required to undergo or hold a current Working with Children Check.
* It is a requirement that all VLA employees reside in Victoria, or a nearby border community, and attend for office-based days at their primary work location. From time to time you will be required to travel to meeting venues, outreach services, courts and tribunals for meetings and/or professional development.
* Occupational health and safety responsibilities at Victoria Legal Aid:
  + All staff at VLA are expected to champion proactive and positive health and safety practices in the workplace by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.

## Organisational context

VLA provides legal aid services to the Victorian community through our in-house practice, contracted private lawyers as well as by funding community legal centres. We have 16 offices across Victoria.

Victoria Legal Aid is a statutory authority that serves the broader community by providing information, legal advice, and education with a focus on the prevention and early resolution of legal problems. We prioritise more intensive services, such as legal advice, legal representation, non-legal advocacy, and family dispute resolution, to those who need it the most. VLA also conducts research into and makes submissions regarding legal aid and law reform issues.

We recognise the intersections between legal and social issues in the way we do our work and advocate for change. We also work to address the barriers that prevent people from accessing the justice system by participating in systemic inquiries and reforms and strategic advocacy.

VLA’s [Strategy 26](https://www.legalaid.vic.gov.au/strategy-26) outlines our strategic directions across the first four years of our [Outcomes framework 2022–30](https://www.legalaid.vic.gov.au/outcomes-framework): an eight-year view of the difference we make for our clients, the Victorian community, our partners, and the services and systems we work with. VLA’s [Client First Strategy](https://www.legalaid.vic.gov.au/client-first-strategy) sets out our work to continuously improve the experience of people with legal and non-legal needs in all the work we do. Our practice covers three program areas: Criminal Law, Family, Youth and Children’s Law, and Civil Justice.

### Regions and Service Delivery

The Regions and Service Delivery directorate (RSD) delivers high-quality, targeted and innovative services in the publicly funded legal assistance sector, particularly in outer metropolitan and regional locations.

RSD’s core priorities are:

1. Improving the rigour and visibility of justice needs of Victorians;
2. Supporting a strong and vibrant community legal services sector;
3. Focussed support for VLA’s regional office network; and
4. Improving sector-wide capability in user-centred service design.

VLA has 15 regional and outer metropolitan offices, organised into three catchments – North, South-East and South-West, each led by an Associate Director reporting to the Executive Director, Regions and Service Delivery.

Five offices are across metropolitan Melbourne (Broadmeadows, Dandenong, Frankston, Ringwood, and Sunshine), with additional offices at the Neighbourhood Justice Centre and the Moorabbin Justice Centre. We have ten offices in regional Victoria (Bairnsdale, Ballarat, Bendigo, Geelong, Horsham, Mildura, Morwell, Shepparton, Warrnambool and Wodonga). Each office is supervised by a Regional Manager and supported by an Administrative Services Manager, and Deputy Managing Lawyers provide additional practice and management support to larger teams.

The work mix of each office varies according to the needs and characteristics of the region in which it operates. All regional offices provide a comprehensive range of legal aid services including legal advice, early, pre-court legal assistance, duty lawyer services, casework in most Victorian courts and tribunals and community legal education.

### Community Legal Centre Funding and Development

The Community Legal Centre Funding and Development team sits within the Client Services and Sector Engagement (CSSE) unit in the Regions and Service Delivery (RSD) Directorate. The team supports the activities of Community Legal Centres (CLCs) in Victoria via funding administration, planning, reporting, monitoring, evaluation and budgeting activities. We also support the development of the sector through collaboration on projects, project management and capacity building. The CLC team works closely with VLA’s Program Directorates and the Service Design and Innovation, Client Intake and Inclusion, and Outcomes and Evidence teams on collaborative service planning with CLCs.

The CLC team is responsible for the [Community Legal Services Program](https://www.legalaid.vic.gov.au/community-legal-centres) (CLSP) at VLA that supports CLCs to provide legal assistance services and associated activities to Victorians. We administer funding to CLCs on behalf of the Commonwealth under the National Legal Assistance Partnership, from State Government departments and from VLA funds for CLC activities. In financial year 2023/24, VLA administered approximately $70 million to 41 CLCs.

CLCs are independent, non-profit community organisations that provide free legal services to the public. Victorian CLCs provide information, referral, advice and assistance to over 100,000 people each year. Most centres receive funds from a variety of sources including state and federal government and philanthropic organisations.

## Our VLA vision and values

### Our vision

Our Vision is for a fair, just and inclusive society where people can get help with their legal problems and have a stronger voice in how laws and legal processes affect them.

### Our purpose

To make a difference for clients and the community by helping to effectively address legal problems, supporting the coordination of a strong and dynamic legal assistance sector and working with partners to create fairer laws and systems.​

### Our values

#### Fairness

We are committed to fairness in society and to facilitating fair and equitable access to legal support.

#### Care

We care about our clients and the community and we approach our work with an awareness of the effects that trauma and discrimination can have. We treat each other with kindness and respect.

#### Courage

We approach our work with strength and confidence. We are guided by our values and what matters most to our clients and society.

#### Inclusion

We provide an inclusive environment for clients, staff, and referral partners.

## VLA is an Equal Opportunity Employer committed to promoting a diverse and inclusive workforce

We strongly encourage people from diverse backgrounds and abilities, including First Nations Australians and refugees to apply for positions within our organisation. We will make reasonable adjustments to enable everyone to participate in our recruitment processes and to work productively and safely.

It is a key priority of VLA’s[Reconciliation Action Plan](https://www.legalaid.vic.gov.au/reconciliation-action-plan)to support principles of self-determination by increasing First Nations Australians’ employment across all areas of VLA. We recognise that our workforce can benefit greatly from the unique knowledge, skills and expertise of a diverse workforce including First Nations Australians and in achieving a culturally safe and responsive service for our clients.

## VLA is a Child-Safe organisation

VLA is committed to the safety and wellbeing of children and recognises that children’s rights need to be respected, their views welcomed and valued, and their concerns taken seriously. We additionally acknowledge and appreciate the diverse and unique identities and experiences of Australian First Nations children, which we respect and value.

##### Position Description approved by People and Workplace Services

Position Title: People Business Partner

Date approved: 11 March 25