

DIRECTOR of MOB STRONG

POSITION DESCRIPTION

GENERAL

The Director of Mob Strong Debt Help will conduct the duties outlined below within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (the Centre).

REPORTING RELATIONSHIP

The Director of Mob Strong reports to the Chief Executive Officer (CEO)

DIRECT REPORTS

The Mob Strong Director is responsible for the direct line management of the Mob Strong team which includes a multidisciplinary team including but not limited to Solicitors and Financial Counsellors.

Team size 5-10 people.

PURPOSE

The Director of Mob Strong is responsible for the Mob Strong Debt Help legal and financial counselling advice and casework practice in all its functions, ensuring that Mob Strong Debt Help is well positioned to promote access to justice for low income and vulnerable First Nations peoples experiencing financial distress and to promote systemic change for the benefit of First Nations peoples. Additionally, the Director oversees all other functions of Mob Strong Debt Help, including media, publications, community education, service promotion and community engagement.

DUTIES

Mob Strong Advice & Casework Practice

1. Ensure the Mob Strong legal and financial counselling advice and casework practice meets professional and ethical standards.
2. In consultation with the other legal directors, ensure Financial Rights has appropriate Professional Indemnity Insurance cover and maintains risk management systems that are compatible with the insurer's requirements of a service provided within a community legal centre.
3. Oversee daily operations, including staff management and supporting the Mob Strong leaders (Mob Strong Senior Solicitor & Policy Advocate & Mob Strong Financial Counsellor and Strategy Lead) to manage their teams.

4. Design, develop and implement the quality control program for the Mob Strong practice to ensure that services of high quality are provided. Ensure that quality assurance systems and procedures are maintained/updated in accordance with relevant changes to legislation, strategic priorities, consistent themes emerging from client feedback and operational requirements.
5. Develop and implement strategies in order to maintain and improve the effectiveness and accessibility of the Mob Strong practice.
6. Handle Mob Strong complaints from clients and staff.
7. Work with the Mob Strong Senior Solicitor and Policy Advocate to proactively manage the Mob Strong roster to allow for breaks, training, attend cultural events, and development opportunities, whilst ensuring appropriate coverage to meet agreed Centre targets. Ensure workload is fairly distributed.
8. Ensure that Financial Rights actively plays a legal resourcing role with intermediaries who provide services to First Nations clients on credit and debt issues, such as financial counsellors, community legal centres and others.
9. Ensure accurate and comprehensive data entry within Financial Right's guidelines.
10. Complete data analysis and reporting requirements for the Mob Strong service including identifying emerging systemic issues.
11. Develop efficient system and processes for reporting on client outcomes.
12. Maintain a limited casework load and undertake all aspects of work in relation to individual cases including advocacy, letter writing, representation and litigation.

Leadership

1. Build the capability of our First Nations leaders with mentoring, leadership opportunities and reflective practice.
2. Promote and foster a culture consistent with Financial Right's organisational values.
3. Lead, train, coach and mentor your team ensuring professional growth. Ensure all team members have a documented development plan.
4. Participate in the recruitment and induction of staff.
5. Conduct regular performance reviews with direct reports and other staff as required
6. Support the senior staff in the team to engage with an external committee set up to look into the viability of establishing the Mob Strong Debt Help as a standalone, First Nations led entity.

Mob Strong Policy, Strategy, Community Education and & First Nations Advocacy

1. Provide oversight, leadership and support to the Mob Strong Financial Counselling and Strategy Lead to develop and implement strategies to improve and consolidate Mob Strong Debt Help.
2. Provide oversight, leadership and support to the Mob Strong Senior Solicitor and Policy Advocate and the Mob Strong Financial Counsellor & Strategy Lead to pursue Mob Strong strategic priorities and reform objectives. Provide input to submissions regarding policy issues and legislative reform in consultation with the Mob Strong team and the broader policy team at Financial Rights.
3. Promote cultural safety for First Nations staff and clients and Financial Rights Legal Centre. Consult the Mob Strong team, client feedback and the Aboriginal Advisory Committee in relation to service improvement and development. Promote First Nations voices in consumer advocacy.
4. Provide oversight, leadership and support to the Mob Strong team to ensure the service is promoted and accessible to First Nations people nationally through a combination of communications technology, robust networks and targeted outreach.
5. Promote collaborative relationships with other caseworkers in relation to referrals and service provision to improve outcomes for clients.
6. Monitor trends within the financial services industry, legislative and other relevant changes and, in consultation with the Mob strong team and the CEO, recommend and/or develop appropriate responses.
7. Ensure the Mob Strong team make complaints to regulators and code compliance committees in appropriate cases, and liaise with regulators and other stakeholders, with a view to preventing misconduct impacting on First Nations Communities.

8. Ensure the accuracy, usefulness and cultural appropriateness of Mob Strong's online advice resources.
9. Approve Mob Strong's publications, social media, submissions, education and conference presentations, and media releases from a risk management perspective (parts of this role may be specifically delegated).
10. Ensure the use of case studies or client interviews in the media or other report are consistent with the objectives of the service and our professional ethical obligations.
11. From time to time, deliver community legal education sessions, particularly to financial counsellors and other caseworkers, including in regional areas.
12. In consultation with the other legal Directors ensure the strategic use of litigation in order to effect legislative change and improvements in industry practice for the benefit of consumers.
13. In consultation with the CEO, participate in media and advocacy campaigns as required.

Strategic Alignment

1. Execute priorities in the strategic plan.
2. Ensure Mob Strong's activities are carried out in alignment with the objectives in the strategic plan.
3. Identify, monitor and actively manage strategic risks.
4. Provide advice to the CEO from a risk management perspective in relation to Mob Strong campaigns and action plans.
5. Provide written reports to the CEO and Board as requested.

END