



POSITION DESCRIPTION: Project Manager – Client Surveys

Title: Project Manager – Client Surveys

Reports to: Director of Sustainability

Status: Fixed term, part time (0.8 EFT) for 6 months between \$75,000 - \$78,000 equivalent full-time salary per annum, plus superannuation and generous salary packaging

1. About us

The Federation of Community Legal Centres (Victoria) Inc is the peak body for community legal centres (CLCs) across Victoria. We lead and support the community legal sector in fighting for a fairer, more just community. We support our members to provide independent community-based legal services and advocate for social justice and a fair legal system.

Community legal centres are independent, not for profit community organisations. They provide free lawyers, social workers and legal education to the public, especially to people who can't afford a lawyer, or who are facing injustice or inequality because of their race, gender, sexuality, class, religion or other identity. They fight for human rights, equality and environmental protection.

2. Position purpose

The Federation is undertaking to administer a CLC sector wide survey of CLC clients. This is the first time such a survey will be administered in Victoria, and is an excellent opportunity for the CLC sector to implement an important new client feedback mechanism. This survey will result in a State-wide benchmark report of client satisfaction and experience that will provide important insights that only a client's perspective can deliver.

Survey results will build further understanding of the quality, effectiveness and suitability of the services that are being delivered in the community as well as insights at an individual centre level. This further supports CLCs to respond and adapt their services in line with client needs and requirements and to advocate for their communities.

The Project Manager – Client Surveys (Project Manager) is responsible for engaging with CLCs to undertake this survey and supporting the facilitation and information to conduct the survey. The Project Manager is also responsible for securing and overseeing a suitable independent market research consultant (Consultant) to design, test and administer the client survey, and ensure timely reporting.

3. Position responsibilities

Project Management

First two months (mid March – mid May 2018):

The Project Manager is responsible for liaising and coordinating with CLCs to be part of the survey. This includes communicating and explaining the project to CLCs, working with CLCs around their data, client selection and invitation to participate in the survey.

The Project Manager is responsible for a tender process to secure a Consultant. The project Manager will work closely with the successful Consultant to test and design the Client Survey.

Third and fourth months (mid May – mid July 2018):

During this period, the Project Manager will continue to work closely and act as a liaison point between the Consultant and CLCs, and monitor the progress of the Consultant. The Consultant will undertake fieldwork administering telephone interviews and online surveys.

Fifth month (mid July – mid August 2018):

The project manager is responsible for working closely with the consultant to deliver the reports, communicate the results of the survey and present the findings to the CLC sector.

Final month (mid August – mid September 2018):

In the final month of the project, the Project Manager will produce a high level report about the project.

Stakeholder Engagement

Actively engage with all CLCs Consultant, National Association of Community Legal Centres (NACLC) and other relevant stakeholders in this project.

Miscellaneous

Other duties as directed from time to time by the Director of Sustainability and CEO.

Values and Behaviour

- Promote and role model appropriate behaviour to support the Federation's culture, performance and profile
- Actively support the Federation's commitment to the principles of diversity, inclusion and EEO; and
- Actively demonstrate organisational values

Health, Safety & Wellbeing

- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace
- Participate in, and contribute to, health and safety awareness and improvements
- Report all incidents, injuries and potential hazards in a timely manner
- Ensure that the work is carried out in ways, which safeguard the health and safety of workers or others in their charge including contractors whom they engage

4. Key Selection criteria

Essential

- Strong interpersonal, relationship building and networking skills including ability to communicate sensitively and build effective relationships
- Demonstrated project management experience and skills, including the ability to plan, prioritise and meet all project outcomes
- Demonstrated high level facilitation and negotiation skills
- Excellent time management skills including ability to meet deadlines and manage constant changing priorities in a very fast paced environment
- Advanced computer skills including proficiency in the use of MS Office packages and databases
- Excellent written and verbal communication skills
- Demonstrated flexibility and ability to work independently
- High level attention to detail

Desirable

- Experience working in a small fast-paced organisation
- Experience in a member-based organisation
- Current Victorian driver's license.

Personal Attributes

- Motivated by collaboration and collective success.
- Flexible, adaptive and able to work effectively in a small team with limited support.

- Openness to change, receptiveness to new ideas and exercises initiative.
- Capacity to work independently and monitor own work performance.

5. Location, travel and work outside office hours

The position will be based at the Federation's office in Melbourne. Some travel will be required (to visit member CLCs) and reasonable travel expenses are reimbursed. Occasional work outside normal office hours may be required, such as to attend meetings and after hours events.

6. Applications

To apply for this position, please email your resume and cover letter outlining your suitability for the role to administration@fclc.org.au.

Any queries about this role may be directed to Joady Bye, Office Coordinator via phone on 9652 1501 or email at administration@fclc.org.au.

There is no application close date. Please apply as soon as possible and applications will be reviewed as they are received.