

Position Description

Position:	Legal Practice Manager
Reports To:	Principal Solicitor
Classification Level:	Level 6 based on the Social Home Care and Disability Services Industry Award 2010
Location:	Footscray VIC (Flexible work arrangements including the ability to work from home; travel to other ASRC sites required, as necessary)
Date Update:	July 2026

Organisational context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. We are an independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social well being through a range of direct services as well as participating in law reform, campaigning and lobbying.

About the Department

The Human Rights Law Program (HRLP), operating within ASRC, is a specialist, accredited Community Legal Centre committed to technical excellence, dignity-centred practice, and accessible legal assistance.

The HRLP prioritises people seeking asylum and refugees who face the greatest legal and social barriers — including people in detention, LGBTIQ+ asylum seekers, and people at risk of refoulement. The program provides advice, representation, strategic litigation and systemic advocacy, aligned with ASRC's commitment to justice, dignity and self-determination for forcibly displaced people.

Position Purpose

The Legal Practice Manager supports the effective management of HRLP operations, helping to secure safety, freedom, justice and pathways to successful settlement for people seeking asylum.

The Legal Practice Manager provides leadership to the non-legal workforce of HRLP and supports the management of operational functions of this service enabling the legal program to deliver high quality legal services. The Legal Practice Manager also works closely with the Principal Solicitor to ensure compliance with professional and ethical standards and managing risk within the practice.

Key Accountabilities

Legal Practice Operations and Program Management

- Support the Principal Solicitor and HRLP management team with program administration, budgeting, business systems, information management, and the development and maintenance of policies and procedures in line with Community Legal Centre (CLC) accreditation requirements.
- Work closely with the Principal Solicitor to ensure legal file management systems and administrative processes remain compliant with professional and legislative requirements.
- Lead the program's knowledge database management function by maintaining legal resources, and precedents.
- Support the management team in building and maintaining effective relationships with key external stakeholders, including pro bono law firms, funding bodies, community organisations, universities, other community legal centres and professional bodies, in relation to operational and non-legal matters.
- Liaise with ASRC Operations, and Corporate Services teams to ensure effective implementation and continuous improvement of organisational systems, administrative processes and operational practices.
- In partnership with the PQ&I team, ensuring robust monitoring and evaluation of service activity and impact data, and providing regular and ad hoc reporting on HRLP outcomes and cases.
- Working closely with ASRC's Salesforce Administrator to implement improvements to the legal database system, enhancing the HRLP's alignment with National Risk Management standards and data collection activities.
- Manage the HRLP's operational budget, including oversight of subscriptions, memberships, practising certificates, insurance and other operational requirements.
- Undertake other duties within the scope of the role as reasonably required to achieve program and organisational objectives.

Supporting People operations

- Support the Principal and HRLP management team to oversee non-legal workforce functions, including recruitment, onboarding and induction, performance support, and professional development.
- In partnership with ASRC's Work Health and Safety coordinate staff and volunteer

wellbeing initiatives, including reflective practices and related reporting requirements.

- Compliance with organisational, regulatory and NACLC requirements, including induction, training and IT access.
- Work collaboratively with Senior and Associate Solicitors to support the planning, coordination and effective operation of legal clinics.

Volunteer Program

- Working closely with the Principal Solicitor and Deputy Solicitors, lead the management of volunteers across the Human Rights Law Program, including workforce planning, recruitment, induction, training, supervision and evaluation to support service delivery objectives.
- Review and continuously improve volunteer processes, procedural manuals
- Manage volunteer rosters across all HRLP program locations, ensuring appropriate volunteer allocation, communication with supervising lawyers and timely coordination of clinic schedules.
- Work collaboratively with ASRC Volunteer, Learning and Operations teams to support volunteer engagement, capability development and service excellence.
- In collaboration with the Principal/Senior Solicitors develop and maintain partnerships with universities, Practical Legal Training (PLT) providers and other educational institutions to strengthen volunteer recruitment and engagement.

All ASRC People Will:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.
- Commit to the safety and wellbeing of all children and young people and upholds this commitment in their interactions and practice. Adhering to the Victorian Child Safety Standards.
- Actively role modelling and leading the improvements to occupational health and safety standards to ensure the ASRC workforce feel safe and supported at work.
- Centering the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Driving and embedding the ASRC values through behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Key Selection Criteria

Essential Skills, Experience

- Proven ability to manage a Practice, program or Service area including;

program design, troubleshooting challenges, managing budgets, evaluating impact, reporting, and continuous improvement

- Familiarity with requirements for running a community legal practice
- Exceptional communication skills with the ability to build key internal and external stakeholder relationships
- Cultural competency with the ability to work effectively with people from diverse backgrounds
- Proven time management skills and demonstrated ability to prioritise tasks and resources
- Strong administration skills with excellent attention to detail
- Previous experience in rostering and workflow management

Qualifications & Licences

- Relevant tertiary education (Bachelor of Legal, Business, Psychology, Social sciences) or equivalent work experience in a similar role

Desirable:

- Lived Experience of seeking asylum
- Experience in an operations management role in a legal practice or a community legal centre
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: