

Community Legal Centres Australia

National Accreditation Coordinator

30 hours per week (4 days a week); salary range \$96,907 - \$109,200 + super (salary packaging available).

Community Legal Centres Australia (CLCA) is the peak organisation representing more than 160 community legal services in Australia. Community legal centres (CLCs) provide high-quality, free legal and related services to people and communities in need. CLC clients commonly experience financial hardship or other barriers to justice such as violence or discrimination.

The National Accreditation Scheme (NAS) encourages CLCs to continuously improve their services to clients and communities. Centres are assessed every three years to determine their compliance with seventeen minimum standards in areas such as governance, financial management, risk management, and commitment to cultural sensitivity. Assessments involve online self-assessment by CLCs and onsite inspections by an Accreditation Coordinator. The National Accreditation Coordinator undertakes accreditation assessments in four states/territories. In other states, accreditation assessments are conducted by Regional Accreditation Coordinators (RACs), who are employed by state-based members of CLCs Australia (sector peaks). The National Accreditation Coordinator works with these RACs to ensure national implementation of the NAS.

The NAS is administered by CLCA but was developed by the CLC sector. A successful accreditation outcome serves as a public guarantee of service quality. The NAS also promotes a framework for fostering continuous service improvement – CLCs are accredited subject to improvement plans which map out strategies for enhancing service delivery. Centres must comply with improvement plans and provide regular reports on progress.

We welcome applications from people with a commitment to high-quality and free legal services to people in need, who are able to work collaboratively with sector peaks and CLCs, who are capable of both strategic visioning and attention to administrative detail. Domestic travel will be required.

Applications should address the selection criteria and be received by COB Friday 4th September 2026.

Role description

Position Title	National Accreditation Coordinator
Full-time/part time	4 days a week (30 hours a week)
Classification	Role is classified as level 6 of the Social, Community, Home Care and Disability Services Industry Award 2010 (the Award). CLCs Australia pays according to an Enterprise Agreement which guarantees payment above Award. This role pays \$ 96,907- \$ 109,200 for a 30-hour week (4 days a week).
Reports to	Chief Executive Officer (CEO)
Supervises	• May supervise occasional contractors and volunteers • Mentors and supports Regional Accreditation Coordinators (RACs) as required
Location	Level 10, 307 Pitt Street, Sydney, with flexibility to work from home up to 50% of paid hours. Ability to attend the office 50% of paid hours is preferred but remote working arrangements will be considered for the preferred applicant.

Responsibilities

Program Delivery	Role leads the maintenance of a robust and fit-for-purpose National Accreditation Scheme. This will involve: • Conducting triennial accreditation assessments in the ACT, Tasmania, South Australia and the Northern Territory; and monitoring improvement plan reporting • Working with, and mentoring as appropriate RACs in NSW, Qld, WA and Victoria; • Working with CLCs to identify ways to improve performance and deliver better services for clients and communities; • Mapping sector trends and advising CLCA and other stakeholders on the best ways to improve sector performance; • Reviewing and updating the NAS Standards and assessment systems as required, and ensuring the NAS is a robust quality assurance program in which governments, CLCs, clients and communities can have confidence; • Using accreditation learnings to help CLCA deliver better services to CLCs across all of our programs; • Providing support to other CLCA programs where appropriate; • Other duties as reasonably directed by the CEO
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Stakeholder Engagement	• Work collaboratively with RACs, CLCs and other stakeholders to maintain confidence in and support for the NAS • Contribute to CLCA communications as required • Provide regular reporting to stakeholders (internal, sector and external)
Systems and procedures	Ensure the documentation, implementation and continuous improvement of relevant policies and procedures, systems and processes. Contribute to organisation-wide policies and procedures.
Other	Contribute to and work in a way that is consistent with Community Legal Centres Australia organisational culture, aligned with our Values, Impact Strategy, Reconciliation Action Plan and other organisational plans, policies, and procedures. Work to maintain and improve the organisation's culture.

Selection Criteria

1. Demonstrated experience in quality assurance or quality improvement in a relevant field such as healthcare, social services or community-based organisations, or significant experience in organisational capacity building, performance monitoring/ compliance, or client service review.
2. Relevant tertiary qualifications.
3. Demonstrated program and/or project management skills and experience, including strategic thinking and planning, and analytical and decision-making skills enabling sound judgements on complex materials.
4. Demonstrated high-level written and verbal communication skills.
5. Strong interpersonal skills and demonstrated ability to develop positive working relationships.
6. Digital competency (intermediate experience and practical experience) in software applications including Microsoft 365 suite, and a willingness to learn new systems where necessary.
7. A basic understanding of the key challenges experienced by community/NGO service organisations.
8. Excellent administrative skills with exceptional level of accuracy and attention to detail.
9. Commitment to working in alignment with CLCA's values and organisational culture, as evidenced by our Values, Impact Strategy and Reconciliation Action Plan.