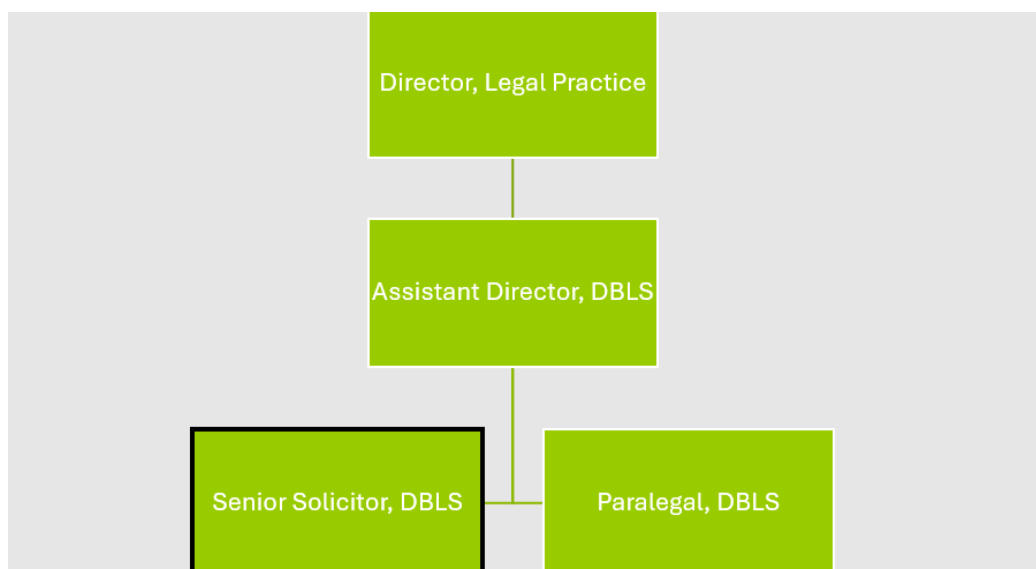


POSITION DESCRIPTION

Position	Senior Solicitor, Domestic Building Legal Service
Reports to	Assistant Director, Domestic Building Legal Service
Purpose and Scope	The Senior Solicitor, Domestic Building Legal Service (DBLS), provides expert legal advice, representation and strategic casework to Victorian homeowners experiencing domestic building disputes. Working under the general direction of the Assistant Director, DBLS, the role undertakes complex legal matters, including dispute resolution and litigation before VCAT and other forums, with a focus on achieving positive outcomes for clients and driving systemic reform. The role contributes to the establishment and ongoing development of Consumer Action's specialist domestic building legal service in partnership with Justice Connect. It plays a key role in supporting advice services, identifying systemic issues arising from casework, informing policy and advocacy activities, supporting service improvement initiatives, and ensuring high-quality, trauma-informed, and client-centred legal assistance. The Senior Solicitor operates with a high level of professional autonomy and judgement, acting as a subject matter expert in domestic building disputes while contributing to Consumer Action's broader access to justice and consumer protection objectives.
Direct reports	0
Indirect reports	0

ORGANISATIONAL CHART:



KEY RESPONSIBILITIES

- Provide high-quality legal advice, representation and advocacy to Victorian homeowners experiencing domestic building disputes.
- Manage a complex caseload, including litigation, dispute resolution, and proceedings before relevant jurisdictions, including VCAT.
- Develop legal strategies that deliver positive client outcomes while advancing systemic improvements in the domestic building sector.
- Identify systemic issues arising from casework and contribute to policy development, law reform activities, stakeholder engagement, and strategic advocacy initiatives.
- Work collaboratively with Justice Connect and other partners to support an integrated and accessible service model for consumers experiencing domestic building issues.
- Supervise, mentor, and provide technical guidance to legal practitioners, paralegals and other staff where required.
- Build and maintain effective relationships with clients, regulators, consumer organisations, community legal services, government departments, and industry stakeholders.
- Represent Consumer Action and the Domestic Building Legal Service in stakeholder forums, consultations, training activities, and sector engagement opportunities.

QUALIFICATIONS AND EXPERIENCE

- Qualified legal practitioner holding, or eligible to hold, a current unrestricted Victorian Practising Certificate (mandatory).
- Significant post-admission legal experience, including conducting litigation, dispute resolution, and complex casework (mandatory).
- Experience in domestic building disputes, construction law, consumer law, in VCAT or a comparable jurisdiction; or demonstrated ability to acquire specialist expertise (highly desirable).
- Experience working with people experiencing vulnerability or disadvantage and delivering client-centred legal assistance (highly desirable).
- Experience contributing to policy development, law reform, systemic advocacy, or strategic litigation initiatives (desirable).
- Experience working within a community legal centre, not-for-profit, consumer advocacy, or public interest environment (desirable).

KEY SELECTION CRITERIA

1. Demonstrated expertise in litigation, dispute resolution and legal advocacy, including managing complex matters and developing legal strategy.
2. Ability to provide high-quality legal advice and representation while managing competing priorities and a complex caseload.
3. Strong understanding of legal practice obligations, risk management, file management, and professional responsibilities.
4. Demonstrated ability to identify systemic issues and contribute to strategic advocacy, policy development, and law reform activities.
5. Ability to build and maintain productive relationships with clients, colleagues, partner organisations, and external stakeholders.

6. Highly developed written, verbal, and interpersonal communication skills, including the ability to communicate complex legal concepts clearly and effectively.
7. Demonstrated ability to work collaboratively within multidisciplinary and partnership-based service models.
8. Commitment to Consumer Action's vision, values, and purpose, including working respectfully and effectively with people experiencing vulnerability or disadvantage.
9. Demonstrated commitment to culturally safe, trauma-informed, and inclusive legal practice.

ABOUT CONSUMER ACTION LAW CENTRE

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy, and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work, and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over sixty-five employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection, and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

Discover more about Consumer Action, including our Strategic Plan and Impact Report, on our [website](#).

ABOUT THE DOMESTIC BUILDING LEGAL SERVICE

Consumer Action is partnering with Justice Connect to deliver an expanded Domestic Building Legal Service for Victorians experiencing domestic building disputes, funded by the Victorian Government in the context of a new regulatory framework. Consumer Action leads strategic casework and litigation services and runs policy and campaigns to drive systemic change. Consumer Action also supports Justice Connects work leading the provision of self-help information, referrals, and high-volume legal advice services. Legal teams from both organisations collaborate closely with Consumer Action's policy team and the data, insights and evidence generated across these services will guide and support the policy and campaigning work for a fairer building system in Victoria.