

Manager Outreach Partnerships (State) Early Intervention Unit

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Family Law Early Intervention Unit
Location	PJP
Classification/Grade/Band	Legal Officer Grade V
Kind of Employment	Ongoing
ANZSCO Code	139999
Role Number	FL402
PCAT Code	3318192
Date of Approval	February 2018
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 23 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues

Family Law Early Intervention Unit

The Family Law Early Intervention Unit (EIU) was created in 2011 to increase the breadth of legal services that can be provided to the NSW Community. The EIU is a state-wide service that is able to provide initial advice, duty services, minor assistance and community legal education at outreach and court locations. EIU solicitors currently provide duty services at the Family Law Registries at Newcastle, Sydney, Parramatta and Wollongong. Outreach services are provided at over 45 separate outreach locations each month.

Primary purpose of the role

In consultation with Solicitor in Charge, Family Law Early Intervention Unit (EIU), provide leadership, support and expert advice/guidance to solicitors in the EIU to ensure the delivery of high volume care and protection early intervention services. Take a leading role in the Family Law Division in relation to new and developing practices in Care and Protection including developing resources for solicitors to assist with understanding and implementing reforms in care and protection law.

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Key accountabilities

- Provide high level supervision and leadership to staff in the Early Intervention Unit including:
 - A. Identifying training and career development needs with a view to promoting the role of the EIU as a leader in early intervention, child protection law.
 - B. Allocating care and protection work and managing workloads with outreach commitments,
 - C. Conducting file reviews, individual planning processes and performance management reviews of staff performance to ensure compliance with practice management standards and Legal Aid NSW policies and quality of work.
- Provide high level advice and practice management guidance and support to solicitors providing care and protection services to clients, including on outreach.
- Provide expert advice to assist in developing and implementing best legal practice standards and best management practice standards for the provision of early intervention services state wide.

Key challenges

- Managing a large unit of decentralised staff in the EIU who are spread across NSW.
- Contributing towards cooperative approaches to the implementation of new legal services, delivery of outreach and CLE.
- Communicating with and taking instructions from a wide range of people including those from ATSI communities, people in crisis, people with a physical or intellectual disability or mental illness, people from non-English speaking backgrounds, or who have problem behaviours such as drug or alcohol addictions, in situations where the legal concepts involved are complex and difficult for the client to understand.
- Maintaining a high level knowledge and understanding of care and protection law and policy and disseminating relevant information to staff through education and training?

Key relationships

Who	Why
Internal	
SIC, EIU	Advice and guidance
SIC, Care	Executive support
Legal Officers within EIU	Provide leadership and guidance
External	
Various public sector and community agencies including the Courts, Centrelink, Family Relationship Centres, Neighbourhood Centres, Department of Family and	Liaison, information and resource sharing, service delivery

Who	Why
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Community Services and Non-Government Agencies

Role dimensions

Decision making

Category 5 of the Legal Aid NSW Delegations Manual

Reporting line

Solicitor in Charge - EIU

Direct reports

5 x Solicitors grade I-III

Budget/Expenditure

Essential requirements

Legal Qualifications

Practising Certificate

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary





Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level



	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Value Diversity	Advanced	<ul style="list-style-type: none"> • Encourage and include diverse perspectives in the development of policies and strategies • Leverage diverse views and perspectives to develop new approaches to delivery of outcomes • Build and monitor a workplace culture that values fair and inclusive practices and diversity principles • Implement methods and systems to ensure that individuals can participate to their fullest ability

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Recognise the value of individual differences to support broader organisational strategies
Relationships		
Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers		
Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
People Management		
Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Identify opportunities to use a broad range of communications technologies to deliver effective messages• Understand, act on and monitor compliance with information and communications security and use policies• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business• Support compliance with the records, information and knowledge management requirements of the organisation•
