Role Description
Solicitor Grade I-III

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Various
Location	Various
Classification/Grade/Band	Legal Officer Grade I-III
Role Number	Various
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	24 July 2014
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 22 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, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some 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 may areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

The position is responsible for:

- Providing high quality advice, minor assistance and casework service to disadvantaged communities
- Conducting an effective legal practice.
- Complying with the Legal Aid Commission Act, policies and practice management standards and undertake all related administrative and case management activities.

Key accountabilities

- Providing an efficient and effective legal service to clients in accordance with legislation and directions, policy, guidelines and practice standards
- Determining applications for legal aid under delegated authority and consistent with the Legal Aid Commission Act, policy and guidelines and/or submitting applications for Legal Aid to the Grants Division

- Effectively utilise Legal Aid NSW electronic case management/tracking system and database.
- Contributing to development and ongoing review of legal aid policies and guidelines, including contributing to law reform initiatives through providing feedback as requested on issues raised and/or documents distributed.
- Organising and presenting information sessions for current and potential clients and conducting community education as required;
- Assisting with the preparation of printed promotional materials and/or information booklets and pamphlets;
- Keeping up-to-date on legal developments and procedures, identifying training needs, attending training to maintain professional standards and retain a practicing certificate.

Key challenges

- Being able to communicate with, take instructions from and effectively represent a wide range of people including people from Aboriginal and Torres Strait Island communities, those who may be distressed, have a physical or intellectual disability, come from non-English speaking backgrounds, or have problem behaviours such as drug or alcohol addictions, when the legal concepts involved are complex and difficult for the client to understand.
- Maintaining and enhancing professional competence, keeping abreast of legal developments, changes in Legal Aid policies, systems, guidelines and practices and community needs.
- Adapting to new systems and technology which have a significant impact on the legal practice.

Key relationships

Who	Why
Internal	
Senior solicitor (depending on role)	• Reports to this position
Regional Program Coordinator	• Legal resources in a particular legal practice
External	
Private practitioners	• Assigning legal Aid work
Clients	• Representation
Members of Judiciary	• Appearing before the bench seeking decisions on behalf of clients

Role dimensions

Reporting line

Reports to a senior solicitor in the practice area.

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**
Personal Attributes	**Display Resilience and Courage**	**Intermediate**
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	**Foundational**

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 Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Think and solve problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules