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| --- | --- |
| **Cluster** | Justice |
| **Division/Branch/Unit** | LawAccess NSW |
| **Location** | Parramatta, NSW |
| **Classification/Grade/Band** | Legal Officer, Grade I-II |
| **ANZSCO Code** | 271299 |
| **Role Number** | Generic |
| **PCAT Code** | 1318192 |
| **Date of Approval** | 17 September 2014 |
| **Agency Website** | www.lawaccess.nsw.gov.au |

# Primary purpose of the role

Frontline service delivery by providing LawAccess NSW customers with professional legal advice and referral.

Development and maintenance of legal information resources.

Assisting LawAccess NSW staff in providing accurate and effective legal information in response to customer inquiries.

# Key accountabilities

* Provide efficient, accurate and high quality legal advice to a diverse range of customers in accordance with professional duties as a solicitor and LawAccess’ policies and procedures.
* Use flexible service delivery to maintain high standards of customer service.
* Develop and maintain plain language legal information resources.
* Provide support, training and guidance to LawAccess staff on legal issues and information resources.
* Participate in the LawAccess Achievement Planning Program, which includes performance review, self-assessment, receiving feedback and completing Development Plans to continually improve performance and productivity.
* Appropriately use LawAccess systems (including electronic systems) for recording legal services and updating legal information resources.
* Undertake administrative and research activities within established policies, procedures and delegations.

# Key challenges

* Ensure that practice standards are met while providing efficient, accurate and effective legal advice to LawAccess customers, in a high volume telephone contact centre environment.
* Ensure that information resources produced and maintained are legally accurate, accessible, plain language, practical and address the needs of LawAccess customers, including self-represented litigants.
* Manage consultations and use professional expertise and judgment when providing legal advice and referring customers to external services.
* Maintain current knowledge of developments in relevant areas of legal practice, including legislation, regulations and policy and undertake training to maintain professional standards and retain a practising certificate.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Team Leaders, Legal Advice Group | Receive guidance on legal advice, information and drafting. Escalate issues. Performance management and development. |
| Legal Advice Group | Develop and maintain effective working relationships and communication with team members. |
| Legal Information Group | Develop and maintain effective communication to guide and train in the provision of legal information. |
| Legal Services Manager | Receive overall strategic direction on the provision of legal advice services and referral, development of legal information resources and LawAccess NSW and departmental priorities. |
| Service Development Group | Receive guidance and support with issues concerning technology and information management systems, support communications initiatives. |
| Community Engagement Group | Support initiatives. |
| **External** |  |
| Public of NSW | Provide legal advice, information and referrals, develop plain language legal information resources. |

# Role dimensions

## Decision making

Legal officers are responsible to manage their own workload and operate with a high degree of independence when providing legal advice and assistance to customers and developing information resources, in accordance with LawAccess’ policies and procedures.

The legal officer provides guidance to LawAccess staff in relation to legal inquiries in a ‘real time’ work environment.

## Reporting line

Legal officers report to the Team Leader - Legal Advice Group or the Team Leader LAG – Legal Resources Team, who then reports to the Legal Services Manager.

## Direct reports

Nil

## Budget/Expenditure

0

# Essential requirements

1. Admission to practise as a solicitor in New South Wales, and hold or be eligible to hold a current practising certificate.
2. Experience providing high quality legal advice and representation.
3. Demonstrated ability to develop plain language legal information resources.

# 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](file:///C%3A%5CUsers%5Cekeir0%5CAppData%5CLocal%5CTemp%5CnotesE259CD%5Cwww.psc.nsw.gov.au%5Ccapabilityframework)

## 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** | **Intermediate** |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| **Commit to Customer Service** | **Adept** |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Intermediate** |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| 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**Act with Integrity | Intermediate | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and follow legislation, rules, policies, guidelines and codes of conductHelp others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conductRecognise and report misconduct, illegal or inappropriate behaviourReport and manage apparent conflicts of interest |
| **Relationships**CommunicateEffectively | Adept | Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groupsMonitor own and others' non-verbal cues and adapt where necessaryCreate opportunities for others to be heardActively listen to others and clarify own understandingWrite fluently in a range of styles and formats |
| **Relationships**Commit to Customer Service | Adept | Take responsibility for delivering high quality customer-focused servicesUnderstand customer perspectives and ensure responsiveness to their needsIdentify 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 |
| **Relationships**Work Collaboratively | Intermediate | Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointlySupport others in challenging situations |
| **Results**Deliver Results | Intermediate | Complete work tasks to agreed budgets, timeframes and standardsTake the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goalsSeek and apply specialist advice when required |
| **Results**Think and Solve Problems | Adept | Research and analyse information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, 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 effectivenessIdentify and share business process improvements to enhance effectiveness |
| **Business Enablers**Technology | Intermediate | Apply computer applications that enable performance of more complex tasksApply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systemsUnderstand and comply with information and communications security and acceptable use policiesSupport the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |