

# Role Description

## Aboriginal Field Officer



Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Aboriginal Services Branch
Location	Dubbo and Port Macquarie
Classification/Grade/Band	Clerk grade 3/4
ANZSCO Code	224912
PCAT Code	3119192
Date of Approval	
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### 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 centers 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 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.

### Primary purpose of the role

Ensure Aboriginal and Torres Strait Islander people are informed of their legal options and assist in addressing their unmet legal needs, particularly in family and civil law matters.

Assist legal officers and administrative staff to help develop, coordinate, facilitate and implement outreach services and community legal education sessions with Aboriginal communities.

Assist the Solicitor in Charge, Office Manager, Regional Program Coordinators and Legal Officers on local community issues that may arise.

Expand the Work & Development Order Scheme (WDO). WDO's allow eligible participants to work off fines by doing volunteer work, undertaking treatment programs or courses to improve their skills and ability to find work. Legal Aid, in partnership with the Aboriginal Legal Service NSW/ACT, assists people to apply for WDOs and organisations to become WDO sponsors. The role of the Field Officer is to both assist Aboriginal people to apply for the scheme and engage community organisations to become WDO sponsors.

## Key accountabilities

- Assist the Solicitor in Charge; Regional Program Coordinators and solicitors (Work & Development Order; Civil and Family Law) and the Director, Aboriginal Services, and other relevant staff to facilitate outreach services and community legal education sessions for Aboriginal communities.
- Meet with Aboriginal organisations and communities and attend cultural and community events in order to promote the services of Legal Aid NSW.
- Meet with Aboriginal organisations and communities to expand the Work & Development Order Scheme and assist Aboriginal people to access the scheme by:
  - Engaging with potential WDO Sponsors including government agencies, Not For Profit Organisations and health practitioners
  - Engaging with inactive WDO Sponsors to renew their participation in the Scheme
  - Provide training and support to WDO Sponsors
  - Assisting Aboriginal applicants to find WDO sponsors
  - Assisting Aboriginal people with general fines matters such as payment plans
  - Engaging the community to raise awareness of Legal Aid service initiatives, including outreach and Community Legal Education
- Provide support to legal officers involved in civil and family law matters with Aboriginal clients, including in communication with clients and the coordination of matters.
- Provide referrals, where appropriate, to the ALS, relevant to its services as well as working with ALS field officers, to ensure appropriate referrals to Legal Aid NSW in relation to civil and family law matters.

## Key challenges

- Respond to the complex legal needs of Aboriginal clients within a legal aid context and ensuring that a holistic response is provided to those needs. (Criminal law issues will often be combined with civil and family law issues and will also need to be addressed.)
- Overcoming perceived barriers between Aboriginal communities and Legal Aid and building trust between the two.
- Ensuring that involvement in clients' individual matters does not restrict the position holder's ability to coordinate outreach services and community legal education sessions. (The position holder will need to work with other staff to prioritise those clients who require individual support, and manage their time in order to ensure that adequate time is allocated for community engagement work.)

## Key relationships

Who	Why
<b>Internal</b>	
Solicitor in Charge	<ul style="list-style-type: none"> <li>• Direction; allocation of work and supervision</li> </ul>
Solicitors based in Dubbo office (Civil and Family Law)	<ul style="list-style-type: none"> <li>• Outreach between Aboriginal clients and communities in Dubbo; Wellington, Bourke, Brewarrina Walgett and Lightning Ridge, and others as needed.</li> <li>• Provide advice on cultural protocols as they apply to individual Aboriginal communities.</li> <li>• Client liaison</li> </ul>
Solicitors (Work & Development Orders)	<ul style="list-style-type: none"> <li>• Engaging organisations and health practitioners to become WDO sponsors</li> <li>• Assisting Aboriginal people to find a WDO Sponsor</li> <li>• Client Liaison</li> </ul>
Director, Aboriginal Services	<ul style="list-style-type: none"> <li>• Strategic direction of the program, support and professional development, information and advice</li> </ul>
<b>External</b>	
Aboriginal Community Organisations	<ul style="list-style-type: none"> <li>• Engagement and consultation on key Legal Aid service initiatives</li> <li>• Engagement with potential and existing WDO sponsors: government agencies, Not for Profit Organisations and health practitioners.</li> <li>• Engagement with State Debt Recovery</li> <li>• Referral and collaboration with Aboriginal Legal Service Field Officers</li> </ul>
Aboriginal Communities	<ul style="list-style-type: none"> <li>• Engage the community to raise awareness of Legal Aid service initiatives, including outreach and Community Legal Education in Dubbo; Wellington; Bourke; Brewarrina; Walgett; Lightning Ridge and other communities as agreed with the Director, Aboriginal Services.</li> </ul>
Clients	<ul style="list-style-type: none"> <li>• Liaise between Legal Aid solicitors and individual clients in Dubbo with outreach services to Wellington; Bourke; Brewarrina; Walgett and Lightning Ridge.</li> </ul>

## Role dimensions

### Reporting line

Solicitor in Charge for daily supervision and Director, Aboriginal Services for strategic direction of program, support and professional development, advice and information.

## Essential requirements

Aboriginality

Drivers' License

## 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](http://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
	<b>Act with Integrity</b>	<b>Intermediate</b>
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Adept
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

## 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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>