

Role Description

Community Engagement Officer

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law (Disaster Response Legal Service)
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	2119192
Date of Approval	September 2024
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 28 regional offices in metropolitan and regional centres across NSW including two satellite offices located at Walgett and Bourke, 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.

Disaster Response Legal Service

The Disaster Response Legal Service (DRLS) is a specialist service within the Civil Law Division of Legal Aid NSW. It provides legal assistance to communities across NSW as part of the NSW government response to disasters. The DRLS assists with everyday legal issues that arise following disasters. The service is client centred and aims to mitigate the impact of disasters on individuals, families and communities.

Primary purpose of the role

The Community Engagement Officer is responsible for developing and managing stakeholder relationships to improve access to justice for people and communities impacted by disasters across NSW. Assist in the development and delivery of community legal education (CLE) sessions. Support the delivery of legal services to people and communities across NSW impacted by disasters. Together with other DRLS team members, provide a holistic legal and non-legal response to the complex needs of our clients.

Key accountabilities

- Develop and maintain effective working relationships with relevant internal and external stakeholders to increase awareness of, and improve access to, DRLS services.

- Make connections with disaster impacted communities to foster trusted relationships and act as a conduit between the community, and DRLS and Legal Aid NSW.
- Contribute to the development and delivery of CLE to communities and stakeholders.
- Promote Legal Aid NSW and the DRLS through community events and the media, and contribute to the development of internal and external communication strategies including social and mainstream media, and publications.
- Provide training and support for frontline disaster workers to build their capacity to spot legal problems and make appropriate referrals to the DRLS.
- Provide clients with referrals to other legal and non-legal organisations where appropriate.
- Support service delivery by DRLS Solicitors on outreach, including client triage, coordinating and planning outreach and events, CLE, and data entry.
- Provide project and administrative support to the DRLS as required

Key challenges

- Managing a high-volume, dynamic workload in a rapidly changing environment.
- Providing trauma informed services to clients who have experienced disasters.
- Engaging with a wide range of stakeholders within Legal Aid NSW and externally.

Key relationships

Who	Why
Internal	
Manager and Senior DRLS Solicitor	<ul style="list-style-type: none"> • Direction supervision, support, guidance and allocation of work. • Provide information and regular updates.
DRLS team including solicitors and project officers	<ul style="list-style-type: none"> • Work collaboratively as part of a team and to seek advice and instruction on discreet projects/activities
External	
NSW Reconstruction Authority	<ul style="list-style-type: none"> • Work collaboratively to provide disaster impacted people and communities access to legal services
Representatives of other stakeholders including government agencies and community organisations	<ul style="list-style-type: none"> • Consultation and liaison • Communication and collaboration • Engage to raise awareness of DRLS services including through outreach and community legal education
Clients and disaster impacted communities.	<ul style="list-style-type: none"> • Support clients and communities to engage with DRLS • Liaise between DRLS solicitors and individual clients. • Referral to non-legal service providers. • Administrative functions • Engage the community to raise awareness of DRLS services including through outreach and community legal education

Role dimensions

Decision making

The role operates with some autonomy in the day-to-day priorities and coordination of work. Decisions about strategic goals are made by senior solicitors in consultation with this role.

Reporting line

Senior Solicitor

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Hold a current Driver License
- Be able to travel to regional and remote areas, sometimes at short notice
- Be willing to have a criminal record check





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	Foundational
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • 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
Relationships	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Communicate Effectively		<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • 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 Project Management	Intermediate	<ul style="list-style-type: none"> • Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes