

Role Description

Solicitor, Your Story Disability Legal Support



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Executive
Classification/Grade/Band	Legal Officer Grade I-III
ANZCO Code	271311
PCAT Code	1118192
Date of Approval	15 November 2019
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 25 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 disability, 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.

Legal Aid NSW provides legal advice, information, minor assistance and legal representation in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Legal Aid NSW is an Equal Opportunity Employer and is committed to promoting a diverse and inclusive workforce. We encourage people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people, to apply for positions within our organisation. We will make reasonable adjustment where possible for people with disability.

Your Story Disability Legal Support (YSDLS) has been established to assist people to engage with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). It provides legal advice, information and assistance to members of the public wanting to engage with the Royal Commission. It is an independent, trauma-informed and culturally safe service delivered nationally using best practice standards and a human rights approach. It works in partnership with National Aboriginal and Torres Strait Islander Legal Services (NATSILS) and collaborates and consults with key stakeholders including peak organisations representing people with disability and community legal centres.

YSDLS is a project of National Legal Aid (NLA) and established based on a consortium of Legal Aid Commissions in all States and Territories. It incorporates a central coordinating team and legal advice team, both of which are based in Legal Aid NSW; and a National Helpline based in Legal Aid Queensland. The legal advice team within which the Legal Officer is based is a multi-disciplinary team.

Primary purpose of the role

Provide high quality advice and minor assistance services, in a multi-disciplinary team, to assist people engage with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Key accountabilities

- Provide an efficient and effective service to clients in accordance with service delivery plans and directions
- Work collaboratively with other lawyers and allied professional staff to provide an accessible and trauma-informed service to clients.
- Comply with the Legal Aid Commission Act, policies and practice management standards and undertake all related administrative and case management activities.
- Use Legal Aid NSW systems (including electronic systems) to record legal services and manage legal aid applications in accordance with the required standards.
- Conduct community legal education and assist in preparing promotional materials and/or information booklets and pamphlets.
- Work with relevant stakeholders and service delivery partners.
- Keep up-to-date on legal developments and procedures and attend training to maintain professional standards and retain a practicing certificate.

Key challenges

- Provide services of a high standard to clients in varying locations and adapt regularly to new work locations.
- Communicate with, take instructions from and effectively assist a wide range of people including people with disability, people with complex trauma and who are experiencing the effects of traumatic stress, people who live in remote locations, people who come from non-English speaking or ATSI backgrounds, when the legal concepts involved are complex and difficult for the client to understand.
- Adapt to new systems and technology which have a significant impact on the legal service.

Key relationships

Who	Why
Internal	
Senior Solicitor Your Story Disability Legal Support	<ul style="list-style-type: none">• Reports to this position
Staff in Your Story Disability Legal Support	<ul style="list-style-type: none">• Work in partnership to provide accessible and trauma-informed legal services for clients, to assist them engage with the Royal Commission
External	
Clients	<ul style="list-style-type: none">• Work in partnership to provide high quality legal advice and assistance
Disability advocates	<ul style="list-style-type: none">• Work in partnership to provide an accessible and trauma-informed service to clients and to refer clients for support and help to prepare submissions
Counselling services	<ul style="list-style-type: none">• Work in partnership to refer clients for counselling interventions

Who	Why
Key stakeholders in the disability and other related sectors	<ul style="list-style-type: none"> Work in partnership to support clients engage with the Royal Commission and achieve best outcomes for clients
Private practitioners	<ul style="list-style-type: none"> Refer clients for representation at public hearings

Role dimensions

Decision making

Working under the supervision of the senior solicitor of Your Story Disability Legal Support in relation to day to day work priorities and the coordination of work and resources.

Reporting line

Reports to the Senior Solicitor Your Story Disability Legal Support

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Legal Qualifications

Practising Certificate

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities



Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<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 appropriately • Work through challenges • Remain calm and focused in challenging situations 	Intermediate
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Adept <ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security 	Foundational

Occupation specific capability set

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Legal Advice		
	Provide quality independent legal advice and explanation of legal issues	<ul style="list-style-type: none"> Identify the client, purpose, scope and form of legal advice required, and factors such as urgency or sensitivity. Obtain relevant information in complex matters and seek clarification or further information where necessary. Manage legal issues relating to vulnerable clients, including where capacity may be in issue or where ethical or cross-cultural issues arise, with minimal guidance. Analyse and apply relevant law to the facts, and advises on available options, while identifying the relevant policy, probity and operational considerations, with minimal supervision. Identify legal risks attached to particular courses of action and appropriate policies, processes and controls to manage legal risks, with minimal supervision. Review and approve the use of external legal services providers based on task and expertise required; supervises briefs. Manage relationship between external legal services providers and legal staff, with minimal supervision. Ensure legal work is completed to a high standard, and in a timely and cost-effective manner. 	Level 2

Complementary capabilities






Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
Occupation specific capability set			
 Legal	Statutory Interpretation	Interpret legislation, subordinate legislation and instruments in accordance with legislation and accepted legal principles	Level 1
	Legal Research	Undertake legal research	Level 2
	Legal drafting	Prepare legal documents to achieve client outcomes	Level 1