

Role Description

Case Worker, Family Law

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Family Law Division
Classification/Grade/Band	Clerk Grade 6/7
ANZSCO Code	272511
PCAT Code	1119192
Date of Approval	18 July 2022
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 the 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, 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 information, legal advice, 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

Provide support to clients going through family law and/or care and protection proceedings with complex social and legal needs including referral assistance, risk assessment, safety planning, support in attending Court as well as other services. Provide clinical expertise to address the socio-legal needs of victims of domestic and family violence, people experiencing mental health issues and/or with complex trauma histories.

Key accountabilities

- Work collaboratively with Family Law division to support clients to participate in their legal matter and engage with their family lawyer. Assist and facilitate referrals to support the socio-legal needs of the client.
- Undertake comprehensive assessments of clients' complex socio-legal needs, provide letters of support and other documents that can assist and facilitate referrals and advocate for the client.
- Provide a consultancy service to legal officers within the family law division about the management of, and service provision to, clients with complex socio-legal needs.

- Plan, manage and complete allocated projects.
- As part of the team, contribute actively to strategy, policy, and practice development through recommendations and the reviewing of drafts.
- Develop and maintain networks and relationships with key stakeholders to deliver appropriate services.

Key challenges

- Handling complex and challenging client situations where few precedents exist and/or services are available.
- Working in a high volume work environment with strict deadlines and a range of competing demands.

Key relationships

Internal

Who	Why
APS Team Leader, Family Litigation	<ul style="list-style-type: none"> • Provide assistance and receive guidance.
Colleagues	<ul style="list-style-type: none"> • Collaborate to ensure the delivery of high-quality client services
Solicitors	<ul style="list-style-type: none"> • Consulting and assisting in the identification and servicing of clients with socio-legal needs.
Allied Professional Practice Group	<ul style="list-style-type: none"> • Peer support, sharing of expertise, professional training and development

External

Who	Why
Peak bodies, community based, non-government agencies	<ul style="list-style-type: none"> • Establish and foster effective relationships to facilitate client service provision

Role dimensions

Decision making

The role operates with autonomy in respect of day-to-day priorities and the co-ordination of work and resources of the team to meet service levels.

Reporting line

Solicitor in Charge

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- 5 years minimum relevant experience
- Diploma Level 5 and above (minimum 2 years study)

- Working With Children Check
- Must hold valid NSW drivers license and some roles may require the ability for remote travel.

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, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<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 	Adept



Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- 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



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments












Intermediate

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.

Capability group/sets	Capability name	Description	Level
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	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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	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