

Role Description

Grants Solicitor, Operations

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Grants Division
Location	Central Sydney
Classification/Grade/Band	Legal Officer Grade I-III
Kind of Employment	Ongoing
ANZSCO Code	271311
Role Number	various
PCAT Code	1118192
Date of Approval	
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 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 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

Assess, process and determine complex applications for grants of legal aid across a range of Commonwealth and State criminal, civil or family law matter types, within Legal Aid NSW policy and available funds to meet the intent of the legal aid program and ensure delivery of high quality client service.

Key accountabilities

- Assess, determine and administer complex applications for grants of legal aid in accordance with Legal Aid NSW policies, guidelines, delegations and budgets.
- Advise clients and/or their representatives in a timely and appropriate manner as to the status and determination of applications.
- Advise colleagues and private practitioners, professional associations and community groups on policy and practices for grants of legal aid to enhance consistency and quality.
- Develop and conduct in-house training courses for Commonwealth and State law matters.
- Maintain the ATLAS grants management systems in accordance with accounting, grants management and data entry standards.

Key challenges

- Advising where applications are not successful and the basis for not approving aid.

- Achieving consistent and high levels of performance in the determination, processing, data entry and approval of applications and client service.
- Working in a consistently high volume environment.

Key relationships

Who	Why
Internal	
Senior Solicitor	Direction and guidance
Team Leaders & Grants Officers	Processing of applications Interpretation and application of policies/guidelines
Legal practice areas	Interpretation and application of policies/guidelines Assessment of applications for aid and representation
External	
Clients/Private practitioners	Interpretation and application of policies/guidelines Assessment of applications for aid and representation

Role dimensions

Decision making

As per delegation instruments

Reporting line

Reports to a senior solicitor in the practice area.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Legal Qualifications

Practising Certificate issued by the Law Society of NSW

Being fully vaccinated against COVID-19 prior to commencement




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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	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		
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
Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Stay calm and focused in the face of challenging situations • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships		
Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • 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
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		
Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly •
Business Enablers		
Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies