

Role Description

LO Grade IV – Community and Continuing Legal Education Outreach and Practice

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Aboriginal Services Branch
Location	Central Sydney
Classification/Grade/Band	Legal Officer grade IV (Community and Continuing Legal Education, outreach and practice)
Role Number	
ANZSCO Code	271311
PCAT Code	2118192
Date of Approval	20 December 2016
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 23 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, 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

Primary purpose of the role

Within the context of the Legal Aid NSW *Reconciliation Action Plan 2015-2018* work with the Manager, Aboriginal Services branch to achieve key outcomes, with a particular focus on:

- Providing specialist expertise and advice in the delivery of Community Legal Education (CLE); outreach and client representation to Aboriginal and Torres Strait Islander people and communities across NSW.
- Providing a mentoring role to the network of Aboriginal and Torres Strait Islander legal officers at Legal Aid NSW
- Participating in law reform policies and responses as they relate to Aboriginal and Torres Strait Islander people and communities in NSW.

Key accountabilities

- Liaise with staff across both practice areas of Civil, Family and Criminal Law to develop community legal education programs, outreach and legal representation as it relates to Aboriginal and Torres Strait Islander people.
- Liaise with staff in program units such as WDV CAP; CLC's Funding; SPP and Community Partnerships, CLE Unit
- Managing services agreements between Legal Aid NSW and the Aboriginal Legal Service for Aboriginal Field Officers and Legal Officers.
- Acting as a formal mentor for Aboriginal and Torres Strait Islander legal officers at Legal Aid NSW
- Develop a process of evaluating this induction model in consultation with the Legal Aid NSW Executive.
- Provide specialist expertise in the development, delivery and evaluation of CLE, particularly in relation to civil law.

Key challenges

- Develop an induction model that is responsive to the objectives of this training within the time constraints available to provide training in an induction context.
- Harness the expertise of senior staff in the Crime, Family and Criminal Law Divisions in developing and delivering this induction model.
- Develop a process of evaluation that measures the impact of this training on staff and on the delivery of legal services.

Key relationships

Who	Why
Internal	
Manager Aboriginal Services, Project Officer Aboriginal Services, Executive Directors Crime, Family and Civil, POD	<ul style="list-style-type: none">• Direction; support and guidance
Staff in Crime, Family and Civil Divisions	<ul style="list-style-type: none">• Liaison and collaboration
Staff in program areas of WDV CAP; CLC's, CLE, SPP and Community Partnerships	<ul style="list-style-type: none">• Liaison and collaboration
Senior Project Officer, Learning and Development	<ul style="list-style-type: none">• Liaison and Collaboration
External	
Aboriginal Legal Service	<ul style="list-style-type: none">• Management of service agreements

Role dimensions

Reporting line

Manager Aboriginal Services Branch

Essential requirements

Legal Qualifications





Aboriginality

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

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors 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	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects