

Role Description

Solicitor In Charge High Risk Offender Unit

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| Cluster | Stronger Communities |
| Agency | Legal Aid NSW |
| Division/Branch/Unit | Criminal Law Division (High Risk Offender Unit) |
| Location | Central Sydney |
| Classification/Grade/Band | Legal Officer Grade VI |
| ANZSCO Code | 271311 |
| PCAT Code | 1118192 |
| Date of Approval | June 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 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 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.

The High Risk Offender Unit (HRO) comprises a multi-disciplinary team providing specialist advice, assistance and representation services to offenders in proceedings for post-sentence detention or supervision orders under the *Crimes (High Risk Offenders) Act 2006*, *Terrorism (High Risk Offenders) Act 2017* and the *Criminal Code (Cth)*.

Primary purpose of the role

Provide leadership and manage the day-to-day activities of the High Risk Offender Unit. Conduct a legal practice as the most senior specialist for high risk offender litigation in accordance with Legal Aid NSW policies and guidelines in order to contribute to the implementation of Legal Aid NSW's mission to deliver high quality legal services to our clients.

Key accountabilities

- Provide expert advice and guidance on the management of a legal practice, the conduct of litigation and the exercise of discretions in determining Legal Aid applications and provide high quality legal assistance services/conduct a practice as other priorities permit
- Lead and manage the day to day activities of the HRO unit to ensure the efficient and effective use of resources and that client services meet the needs of the community and other stakeholders whilst ensuring a positive workplace culture that promotes respect, wellbeing, diversity and cultural safety.
- Monitor mental health and wellbeing of staff and take appropriate action to address work related psychosocial risks to health including through management of staff rotations in and out of the HRO Unit
- Monitor service delivery and other statistical data (internal and external e.g. court and demographic data) to evaluate office efficiency and productivity and to inform service delivery planning
- Implement and/or recommend improvements, remedial action and/or changes in policies and work processes to ensure that services are appropriate and participate in senior management forums and other activities that contribute to the effective leadership and management of staff
- Develop and maintain key relationships with internal and external stakeholders including Crown Solicitors Office, Attorney Generals Department, private solicitors, counsel, legal assistance providers and court personnel.
- Establish and maintain effective communication and management of the team and ensure that all team members are aware of key corporate requirements and priorities, reforms and initiatives.
- Stay abreast of and provide guidance and expert advice to practitioners and the Crime Executive of the most recent changes in high risk offender law and identify and implement strategic litigation priorities in high risk offender matters.

Key challenges

- Monitor the mental health and wellbeing of staff in a difficult jurisdiction with regards to associated psychosocial hazards and risks.
- Communicating effectively and in a trauma-informed and, where relevant, culturally safe way with offenders with underlying complex needs including mental health conditions and/or cognitive impairment and drug and/or alcohol addiction

Key relationships

| Who | Why |
|--|--|
| Internal | |
| Director, Deputy Director Criminal Law | • Support and Guidance |
| Regional Program Coordinator, Crime | • Implementation of staff rotation policy |
| Office Manager | • Day to Day administrative management of team |
| Senior Solicitors, Solicitors and Legal Support Officers | • Provide instructions and seek support |
| Social worker | • Provides direction and guidance |
| Strategic Law Reform Unit | • Consultation regarding ongoing law reform |

| Who | Why |
|---------------------------------------|---|
| External | |
| Solicitors and Barristers | <ul style="list-style-type: none"> • Assignment of Legal Work & engagement with public and private practitioners |
| Clients | <ul style="list-style-type: none"> • Advice, legal assistance and representation of clients |
| State and Federal Government agencies | <ul style="list-style-type: none"> • Liaising with Crown Solicitors Office, Attorney General's Department and Dept of Home Affairs |
| Courts/Judiciary | <ul style="list-style-type: none"> • Liaising |

Role dimensions

Decision making

The role operates with autonomy in respect of day to day priorities and the coordination of work and resources of the team to meet service levels and provides advice and decision making to legal officers reporting to the position.

Reporting line

Deputy Director, Criminal Law Division

Direct reports

Office Manager, Senior Solicitors (Grade V), Grade IV solicitors, Grade I-III solicitors and Social Worker.

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.


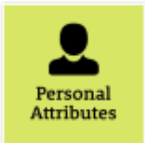
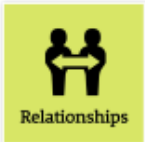
The capabilities are separated into focus capabilities and complementary capabilities

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 |
|--|--|---|----------|
|  <p>Personal Attributes</p> | <p>Act with Integrity Be ethical and professional, and uphold and promote the public sector values</p> | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
|  <p>Personal Attributes</p> | <p>Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning</p> | <ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation | Adept |
|  <p>Relationships</p> | <p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p> | <ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats | Advanced |



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Deliver Results

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

- Seek and apply the expertise of key individuals to achieve organisational outcomes
- Drive a culture of achievement and acknowledge input from others
- Determine how outcomes will be measured and guide others on evaluation methods
- Investigate and create opportunities to enhance the achievement of organisational objectives
- Make sure others understand that on-time and on-budget results are required and how overall success is defined
- Control business unit output to ensure government outcomes are achieved within budgets
- Progress organisational priorities and ensure that resources are acquired and used effectively

Advanced



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Intermediate



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Refine roles and responsibilities over time to achieve better business outcomes
- Recognise talent, develop team capability and undertake succession planning
- Coach and mentor staff and encourage professional development and continuous learning
- Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation
- Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives

Advanced



Manage Reform and Change











Support, promote and champion change, and assist others to engage with change

- Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty
- Assist others to address emerging challenges and risks and generate support for change initiatives
- Translate change initiatives into practical strategies and explain these to staff, and their role in implementing them
- Implement structured change management processes to identify and develop responses to cultural barriers



Advanced

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 |
|---|-------------------------------------|--|--------------|
|  Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
|  Personal Attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  Relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
|  Results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
|  Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
|  Business Enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
|  Business Enablers | Project Management | Understand and apply effective planning, coordination and control methods | Intermediate |
|  People Management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
|  People Management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |

Occupational Specific Complimentary Capabilities

| Capability group/sets | Capability name | Description | Level |
|--|-----------------|--|---------|
|  Legal | Legal Research | Undertake legal research | Level 3 |
|  Legal | Legal Advice | Provide quality independent legal advice and explanation of legal issues | Level 3 |