

# Role Description

## Solicitor

<b>Cluster</b>	Justice
<b>Agency</b>	Legal Aid NSW
<b>Division/Branch/Unit</b>	Civil Law – Civil Law Service for Aboriginal Communities
<b>Location</b>	Orange
<b>Classification/Grade/Band</b>	Legal Officer Grade I-III
<b>Role Number</b>	Various
<b>ANZSCO Code</b>	271311
<b>PCAT Code</b>	1118192
<b>Date of Approval</b>	18 February 2016
<b>Agency Website</b>	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### 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, 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.

### Primary purpose of the role

A Grade I-III Legal Officer in the Civil Law Division will:

- Provide a high quality advice, minor assistance and casework services in areas such as consumer, mental health, human rights, employment, housing, immigration, social security, and/or coronial inquests, or other areas of civil law.
- Deliver efficient and effective targeted legal services to disadvantaged Aboriginal clients
- Comply with the Legal Aid Commission Act, policies and practice management standards and undertake all related administrative and case management activities.

## Key accountabilities

- Provide an efficient and effective service to clients in accordance with service delivery plans and directions
- Apply relevant legislation, practice directions, delegations, policies and guidelines.
- Use Legal Aid NSW systems (including electronic systems) to record legal services and manage legal aid applications in accordance with the required standards.
- Contribute to law and policy reform.
- 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

- Communicate with, take instructions from and effectively represent a wide range of people including people from disadvantaged communities, those who may be distressed, live in remote locations, have a physical or intellectual disability, come from non-English speaking or ATSI backgrounds, or have difficulties such as drug or alcohol addictions or mental health problems, when the legal concepts involved are complex and difficult for the client to understand.
- Maintain and enhance professional competence, keeping abreast of legal developments, systems, guidelines, practice directions and community needs.
- Adapt to new systems and technology which have a significant impact on the legal practice.

## Key relationships

Who	Why
<b>Internal</b>	
Senior solicitor	<ul style="list-style-type: none"><li>• Reports to this position</li></ul>
<b>External</b>	
Clients, barristers, stakeholders	<ul style="list-style-type: none"><li>• Assigning legal Aid work</li></ul>

## Role dimensions

### Reporting line

Reports to a senior solicitor in the practice area.

### Essential requirements

Legal Qualifications

Practising Certificate





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](http://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
	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

### 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
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Stay calm and focused in the face of challenging situations</li> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> think and solve problems	Intermediate	<ul style="list-style-type: none"> <li>Research and analyse information and make recommendations based on relevant evidence</li> <li>Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>Plan and deliver tasks in line with agreed schedules</li> <li>Check progress against schedules, and seek help to overcome barriers</li> <li>Participate in planning and provide feedback about improvements to schedules</li> </ul>