

Role Description

Project Officer, Disability Royal Commission Legal Service



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Executive Unit
Classification/Grade/Band	Clerk Grade 7/8
ANZCO Code	511112
PCAT Code	2119192
Date of Approval	19 November 2019
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 25 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.

LANSW is an Equal Opportunity Employer and is committed to promoting a diverse and inclusive workforce. We encourage people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people, to apply for positions within our organization. We will make reasonable adjustment where possible for people with disability.

The Disability Royal Commission Legal Service (DRCLS) has been established to assist people to engage with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). It provides legal advice, information and assistance to members of the public wanting to engage with the Royal Commission. It is an independent, trauma-informed and culturally safe service delivered nationally using best practice standards and a human rights approach. It works in partnership with National Aboriginal and Torres Strait Islander Legal Services and collaborates and consults with key stakeholders including peak organisations representing people with disability and community legal centres.

The DRCLS is a project of National Legal Aid (NLA) and established based on a consortium of Legal Aid Commissions in all States and Territories. It incorporates a central coordinating team and legal advice team, both of which are based in Legal Aid NSW; and a National Helpline based in Legal Aid Queensland.

Primary purpose of the role

Provide support to the Disability Royal Commission Legal Service central coordinating team to deliver a range of projects and initiatives to support the effective and efficient delivery of the DRCLS as a responsive, culturally safe and trauma-informed service.

Key accountabilities

- Provide a range of project management and support services, including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans to ensure project outcomes are achieved on time, budget, scope and to quality standards.
- Prepare and maintain documentation for reporting, monitoring and continuous improvement purposes to ensure accessibility of quality information, support informed decision-making and planning, and contribute to successful service delivery.
- Communicate with key stakeholders and coordinate consultations to facilitate information exchange to deliver projects and service improvement.
- Source, collate and compile qualitative and quantitative data and information to identify emerging trends and track and report on service delivery and projects' progress.
- Contribute to the team and the efficient operation of the DRCLS.

Key challenges

- Required to resolve problems and manage work priorities and a high volume of work with competing priorities in tight timeframes.

Key relationships

Who	Why
Internal	
Director, Disability Royal Commission Legal Service	<ul style="list-style-type: none"> • Support and Guidance • Escalate issues, keep informed, advice and receive instructions • Provide regular updates on projects, issues and priorities.
DRCLS Central coordinating team staff	<ul style="list-style-type: none"> • Work collaboratively as part of a team and seek advice and instruction on discrete projects / activities to contribute to achieving team outcomes.
Solicitors and other legal advice team staff	<ul style="list-style-type: none"> • Work collaboratively as part of a team and seek advice and instruction on discrete projects / activities.
External	
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open communication • Exchange information and respond to enquiries

Role dimensions

Decision making

Consultation with Director, Disability Royal Commission Legal Service takes place as necessary, on substantial decisions, strategic directions or complex technical issues.

Reporting line

Director, Disability Royal Commission Legal Service

Direct reports

Nil

Budget/Expenditure





Nil

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

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 Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
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
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
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• 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• 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