

Role Description

Project and Policy Officer, Community Legal Centres Program

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Executive
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	26 February 2021
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

Primary purpose of the role

The Project and Policy Officer, Community Legal Centre (CLC) Program provides support to the Manager, CLC Program in relation to program coordination and policy development for Community Legal Centres (CLCs) including the Aboriginal Legal Access Program (ALAP) and Children's Court Assistance Scheme (CCAS).

Key accountabilities

- Coordinating, monitoring and assisting with projects intended to enhance and support the work of the CLC Program.
- Assisting the Manager, CLC Program in the administration of the program.
- Undertaking audits of and liaising with CLCs to ensure they meet the requirements of their Service Agreements.
- Monitoring and responding to quarterly financial reports, six monthly progress reports and annual reports against the Community Legal Services Program Plans and Targets submitted by CLCs.
- Maintaining accurate financial records in relation to payments made and financial reports submitted by CLCs.
- Liaising with relevant Legal Aid NSW staff, community organisations and government departments as required to ensure the effective operation of the CLC Program.
- Developing policies and protocols for projects and partnership arrangement with CLCs.

- Providing support to the Children's Court Assistance Scheme (CCAS) through regular Advisory Committee meetings.

Key challenges

- Identifying issues through the audit and performance management process and assisting CLCs to respond to recommendations in order to meet Service Agreement and other requirements;
- Liaising with CLC staff on the quality of the information contained in reports and suitability of management responses and negotiating an acceptable solution; and
- Exercising initiative, discretion and sensitivity, and maintaining confidentiality, either in person, in writing or by telephone, on a wide variety of issues with a wide variety of stakeholders.

Key relationships

Who	Why
Internal	
Manager, CLC Program	Plan work and projects and seek advice and instruction
Team Members, CLC Program	Work collaboratively as part of the team
Legal Aid NSW	Support joint service delivery initiatives between CLCs and Legal Aid NSW Work with Corporate Services to ensure highest level of compliance and service delivery is continuously achieved
External	
Staff from CLCs	Provide guidance and ensure compliance with Service Agreement
Staff from Commonwealth Attorney General's Department and NSW Department of Communities & Justice	Discuss policy issues affecting the CLC program
Other state program managers	Discuss policy and operational issues affecting the CLC program
Staff from CLC NSW and CLCs Australia	Discuss policy issues affecting the CLC program
Regional Accreditation Coordinator	Liaise on the outcome of accreditation and provide feedback on service standards and audit outcomes
CCAS Coordinators	Discuss policy and funding impact on Children's Court Assistance Schemes

Decision making

The role operates with a degree of autonomy with respect to day to day work priorities.

Reporting line

Manager, CLC Program

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Knowledge and understanding of the work and role of Community Legal Centres within the broader legal assistance sector.

Experience in program/contract management and project management.





Ability to travel throughout the state to rural, regional and remote (RRR) areas.

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

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 Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions Understand and apply financial audit, reporting and compliance obligations Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate Seek specialist advice and support where required Make decisions and prepare business cases paying due regard to financial considerations
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions

NSW Public Sector Capability Framework

Group and Capability Level

Behavioural Indicators

- Understand project goals, steps to be undertaken and expected outcomes
- Prepare accurate documentation to support cost or resource estimates
- Participate and contribute to reviews of progress, outcomes and future improvements
- Identify and escalate any possible variance from project plans