

Role Description

Solicitor I-III, Civil Law

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law
Classification/Grade/Band	Legal Officer Grade I-III
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	18 February 2016 24 July 2023
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.

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

Provide 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.

Key accountabilities

- Provide 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.
- Provide efficient and effective services to clients in accordance with service delivery plans and strategic directions.
- Contribute to law and policy reform.
- Conduct community legal education.
- Work collaboratively with stakeholders and service delivery partners.
- Comply with the *Legal Aid Commission Act*, policies, guidelines, and practice management standards
- Keep up-to-date on legal developments and procedures and attend training to maintain professional standards.

Key challenges

- Communicating with, taking instructions from, and effectively representing a wide range of clients including people from disadvantaged communities, when the legal concepts involved are complex and difficult for the client to understand.
- Maintaining and enhancing professional competence, keeping abreast of legal developments, systems, guidelines, practice directions and community needs.

Key relationships

Who	Why
Internal	
Senior Solicitor	Reports to this position, seeks support and guidance
Team	Work collaboratively
Other teams across the Civil, Family and Criminal Law Divisions	To increase referrals, monitor systemic issues affecting Legal Aid NSW clients and work in partnership
External	
Clients	Advice and represent individual clients
Stakeholders	Communication, negotiation, coordination and collaboration

Role dimensions

Decision making

Working under the supervision of a senior solicitor in relation to day-to-day work priorities and the coordination of work and resources.

Reporting line

Reports to a senior solicitor in the practice area.

Director reports

Not applicable

Budget / Expenditure

Not applicable

Essential requirements

Legal Qualifications

Practising Certificate






Driver's Licence – this is an essential requirement for some roles within the Civil Law Division

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 and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
Legal Professionals Capability Set		
Capability Group	Capability Name	Level
 Legal	Statutory Interpretation	Level 2
	Legal Research	Level 2
	Legal Advice	Level 2
	Legal Drafting	Level 1
	Litigation and Dispute Resolution	Level 1
	Prosecution	not applicable
	Advocacy	Level 1
	Legislative Development and Drafting	not applicable

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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
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
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
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 Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology