

# Role Description

## Legal Support Officer

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Legal Services
Location	Various
Classification/Grade/Band	Clerk grade 1/2
Kind of Employment	Various
ANZSCO Code	531111
PCAT Code	1119172
Date of Approval	25 July 2014
Agency Website	<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 22 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 Legal Support Officer provides a range of, clerical and administrative services including but not limited to, processing legal documentation, preparing correspondence, liaising with the various stakeholders, Government Departments and the general public and providing basic referral information services to clients to support the effective and efficient operation of legal services within Legal Aid NSW

### Key accountabilities

- Provide clerical, secretarial and administrative services to legal officers as required to ensure effective legal services support.
- Prepare court documentation as required by various Federal and State Courts, Commissions and Tribunals.

- Respond to enquiries from barristers, private solicitors, medico legal and various government institutions to support legal and other professional staff in representing clients.
- Provide effective telephone and counter services to clients on a regular basis, including provision of information about Legal Aid Services and referral to other agencies.
- Maintain information on clients on CASES to ensure client data bases are current and up to date and information can be readily obtained.
- Maintain a central diary of commitments (court commitments, client visits) to assist in the efficient operation of the section.
- Participate as a team member to ensure the effective operation of the section.

## Key challenges

- The position holder often operates with minimal supervision and is required to resolve problems relating to delivery of services to clients and manage work priorities and a high volume of work.
- The position holder will be required to deal with clients from a range of different backgrounds and cultures including people who are socially and economically disadvantaged or may be distressed or drug affected or may have a mental or physical disability or for whom English is not their first language.
- The position holder will be required to readily adjust to changes in technology and office systems and adapt to changes in legislation and procedures as necessary

## Key relationships

Who	Why
<b>Internal</b>	
Solicitors	Provision of work
Office Manager	Support and guidance and work allocation
<b>External</b>	
Clients	First level contact
Solicitors, Barristers, Police	Provide advice and information

## Role dimensions

### Decision making

### Reporting line

Office Manager

### Direct reports

### Budget/Expenditure





## Essential requirements

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

## 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> Manage Self	Foundational	<ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills</li> <li>• Show commitment to completing work activities effectively</li> <li>• Look for opportunities to learn from the feedback of others</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>• Plan and coordinate allocated activities</li> <li>• Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>• Contribute to the development of team work plans and goal setting</li> <li>• Understand team objectives and how own work relates to achieving these</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul>