

Role Description

Youth Caseworker, Children's Civil Law Service (Aboriginal Identified)

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law
Classification/Grade/Band	Clerk Grade 6/8
ANZCO Code	411716
Role Number	51000052
PCAT Code	1119192
Date of Approval	1 April 2019 (reviewed March 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, 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.

The Children's Civil Service (CCLS) is a specialist team within Legal Aid NSW that provides holistic civil law and youth casework assistance to highly disadvantaged people in Sydney who are involved with the criminal justice system. The CCLS is a multi-disciplinary team, and works in collaboration with criminal lawyers and other stakeholders to provide wrap around civil law services to vulnerable young people, including children and young people who are in, or have a history of being in out of home care.

The Youth Koori Court (YKC) is part of the Children's Court of NSW. It deals with Aboriginal and Torres Strait Islander young people who have had an offence proven or have pleaded guilty to one or more criminal offences. The YKC has the same powers as the Children's Court and involves the Aboriginal community, including Elders or Respected People in the court process.

Primary purpose of the role

The role of the Youth Caseworker is to work collaboratively with CCLS lawyers to assist and support Aboriginal and Torres Strait Islander young people in the YKC to address their civil law needs. The role will involve providing short to medium term casework to Aboriginal and Torres Strait Islander young people with complex needs within a socio-legal framework. The Youth Caseworker role will be placed with the CCLS.

Key accountabilities

- Work holistically with Aboriginal and Torres Strait Islander young people to provide short to medium term casework to achieve civil law outcomes, including: navigating within systems to address barriers in accessing services (eg: Centrelink, NDIS, housing, identification etc); advocating with service providers, providing practical assistance and life skills development.
- Work collaboratively with CCLS lawyers to support Aboriginal and Torres Strait Islander young people to participate in the YKC process, and to engage with their civil lawyer to address their civil law issues.
- Assist and facilitate referrals to other legal or community services to support a young person during and/or following their time on YKC.
- Work collaboratively with YKC stakeholders, including legal professionals, Youth Justice, and the Children's Court, along with a range of government and non-government stakeholders in the delivery of services to young people on the YKC.
- Develop and maintain appropriate networks with service providers in the youth sector, and foster collaborative working partnerships with key internal and external YKC stakeholders, including Aboriginal and Torres Strait Islander specific services and Aboriginal Community Controlled Organisations.
- Maintain accurate records and information to ensure client information is up to date and available to support effective case management and required reporting requirements.
- Contribute to policy and practice development through consultation and participation in discussion groups.

Key challenges

- Working with young people with complex needs.
- Supporting a number of YKC participants over two Children's Court locations at Parramatta and Surry Hills.
- Providing case management within a legal services setting.

Key relationships

Who	Why
Internal	
Solicitor in Charge Children's Civil Law Service	<ul style="list-style-type: none"> • Supervision • Escalate issues, keep informed, advise and receive instructions
Children's Civil Law Service lawyers	<ul style="list-style-type: none"> • Referral of clients • Work collaboratively with clients to resolve civil law issues • Receive and provide advice on progress of cases
Children's Civil Law Service social worker	<ul style="list-style-type: none"> • Provide support
External	
Government and non-government agencies	<ul style="list-style-type: none"> • Work collaboratively to provide services to young people • Referral of clients

Who	Why
Young people and their families	<ul style="list-style-type: none"> Develop and maintain rapport to assist young person to engage with program

Role dimensions

Decision making

Working with a level of autonomy in relation to day to day work priorities and the coordination of work and resources. Seeks guidance from and escalates issues to the Solicitor in Charge, CCLS.

Reporting line

Solicitor in Charge, CCLS

Direct reports

N/A

Budget/expenditure

Nil

Essential requirements

- Aboriginality (see notes below)
- Relevant tertiary qualifications (diploma or higher) in social work, welfare, psychology, social sciences or related field or equivalent experience
- Current NSW Working with Children Check
- Drivers' Licence

If you wish to provide documentation, Legal Aid NSW will accept proof of Aboriginality confirming the following:

1. You are an Aboriginal person of Aboriginal descent
2. You identify as being Aboriginal; and
3. You are accepted as such by the community in which you live.





An acceptable form of documented verification is a "Confirmation of Aboriginality" letter provided to you by a local Aboriginal organisation that includes a common seal from that organisation.

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	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Commit to Customer Service	Adept	<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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
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
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms 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