

# Role Description

## Solicitor, Combined Civil Law Specialist Teams

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law
Location	Central Sydney
Classification/Grade/Band	Legal Officer Grade I-III
ANZSCO Code	271311
PCAT Code	2118192
Date of Approval	9 May 2022
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 28 regional offices in metropolitan and regional centres across NSW including the 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 of the 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.

The Combined Civil Law Specialist Teams (CCLST) are specialist area of law teams within the Civil Law Division and include the Consumer, Human Rights, Employment and Housing law teams. Solicitors employed in one of the specialist teams provide legal services predominantly in the areas of law practiced by their team. They also provide guidance, support and training to the Division and contribute to law reform and strategic advocacy in those specialist areas of law. The specialist teams focus on the particular areas of law relevant to Legal Aid NSW clients:

- Consumer – credit and insurance;
- Employment – unfair dismissal, employee entitlements and workplace discrimination;
- Housing – residential tenancies, administrative law; and
- Human rights – intentional torts, administrative and discrimination law.

## Primary purpose of the role

Provide high quality legal services to Legal Aid NSW clients and specialist support to the Civil Law Division in consumer, housing, employment or human rights law.

## Key accountabilities

- Provide high quality, targeted civil law advice, minor assistance, representation and referral services to clients of Legal Aid NSW including in the area of law practiced by the specialist team.
- Provide support and contribute to training in the relevant specialist areas of law to colleagues in the Civil Law Division and Legal Aid NSW.
- Undertake work that aligns with the strategic priorities of the team, the Division and Legal Aid NSW.
- Maintain and enhance professional competence, keeping up to date with legal developments in the areas of law practiced by the specialist team.
- Build relationships and effective referral pathways with internal and external stakeholders, including referrals to specialist legal and non-legal services.
- Undertake all related administrative and case management activities to comply with the Legal Aid Commission Act, policies, guidelines and practice management standards.
- Contribute to the development and conduct of community legal education to raise awareness of legal issues in the relevant specialist area of law.

## Key challenges

- Balancing service delivery to clients with contributing to strategic advocacy, and support and training to colleagues across Legal Aid NSW.
- Working with clients with a range of vulnerabilities including those with disabilities, a history of trauma and/or abuse, who are homeless or at risk of homelessness.

## Key relationships

Who	Why
<b>Internal</b>	
Legal Officer Grade IV/ Grade V Senior Solicitor	<ul style="list-style-type: none"><li>• Report to this position</li><li>• Receive practice supervision, guidance and mentoring</li><li>• Keep informed of key risks and progress of work, seek support and guidance.</li></ul>
Solicitor in Charge, CCLST	<ul style="list-style-type: none"><li>• For service delivery issues</li><li>• Keep informed of key risks and progress of projects, seek support and guidance.</li></ul>
Other Civil Law teams in CCLST, Central Sydney and regional offices.	<ul style="list-style-type: none"><li>• To increase referrals and share expertise and resources</li></ul>

Who	Why
Other lawyers and specialist services across the Civil, Family and Criminal Law Divisions	<ul style="list-style-type: none"> <li>To increase referrals, monitor systemic issues affecting Legal Aid NSW clients and work in partnership</li> </ul>
<b>External</b>	
Clients	<ul style="list-style-type: none"> <li>Provide advice, assistance and representation</li> </ul>
Key stakeholders in the community and justice sectors	<ul style="list-style-type: none"> <li>To increase referrals, monitor systemic issues affecting Legal Aid NSW clients and work in partnership</li> <li>Facilitate warm referrals</li> </ul>

## Role dimensions

### Decision making

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

### Reporting line

Reports to Senior Solicitor of the relevant specialist team.

### Direct reports

N/A

## Essential requirements

- Demonstrated experience in the area/s of law practiced by the specialist team (e.g., consumer, housing, human rights, employment).
- Admission or eligibility for admission as a legal practitioner in NSW.
- Ability to provide a valid Practising Certificate upon commencement.
- Current Drivers Licence.





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

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	N/A
	Advocacy	Level 1
	Legislative Development and Drafting	N/A

### 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> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>