

Role Description

Training Project Officer, *With You* Training Project

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	2119192
Date of Approval	1 March 2024
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 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, from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental ill-health 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.

With You Training Project

The *With You* project is a training package for trauma-informed, rights-based legal services to people experiencing distress, poor mental health or suicidality. *With You* has designed training and an organisational toolkit in partnership with people receiving and delivering legal assistance services. It is the first national co-design project in the legal assistance sector.

Legal Aid NSW was granted Commonwealth funding, on behalf of National Legal Aid, to deliver trauma-informed, rights-based for the legal assistance sector. For more information, see <https://www.nationallegalaid.org/withyou/>.

Training will be freely available to Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.

Primary purpose of the role

The Training Project Officer will deliver training nationally to lawyers, allied professionals and legal support staff in civil, crime and family law jurisdictions.

This role is an opportunity to ensure that people experiencing mental ill-health and/or risk of suicide receive trauma-informed, rights-based legal services across the country.

Key accountabilities

- Deliver *With You* training to build knowledge and skills in trauma-informed, rights-based practice.

- Deliver training live online and/or in-person in an effective, safe and engaging manner.
- Deliver training effectively to lawyers, allied professionals and legal support staff.
- Build rapport with people from a wide range of backgrounds, including from Aboriginal and Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+ communities.
- Incorporate learner feedback to continuously improve the content and the delivery of eLearning and in-person training.
- Support *With You* team members with project work, which may include logistical support for meetings, writing briefs, research, working with consultants, etc.

Key challenges

- Maintaining psychological safety when discussing topics such as trauma and suicide while delivering training online.
- Adapting communication style to a wide range of learners from different states/territories; family, crime and civil jurisdictions; and different professional backgrounds.
- Achieving project milestones to high standards and within the timeframes required in a complex national project.

Key relationships

Who	Why
Internal	
Manager, <i>With You</i> Training Project	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on project deliverables, issues and priorities. • Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Team Members, <i>With You</i> Training Project	<ul style="list-style-type: none"> • Work collaboratively as part of the team.
External	
Legal assistance sector stakeholders	<ul style="list-style-type: none"> • Provide training to staff from Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.
Mental health sector stakeholders	<ul style="list-style-type: none"> • Partner with organisations with relevant expertise to develop training materials.

Decision making

The role operates with a degree of autonomy with respect to day-to-day work priorities. The role provides advice from a lived experience perspective to the team and seeks guidance, as needed, from the Senior Project Officer and Manager.

Reporting line

Manager, *With You* Training Project

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Recent legal practice experience with clients experiencing distress, poor mental health or suicidality
- Demonstrated high level communication and interpersonal skills.
- Experience applying a trauma-informed, rights-based approach to legal practice.

Key knowledge and experience




- Demonstrated commitment to mental health recovery and social and emotional wellbeing philosophy.
- Demonstrated understanding of adult learning principles.
- Demonstrated experience in development and review of training materials for face-to-face and online training.
- Experience with Articulate 360 and eLearning software.
- Willingness and ability to travel interstate.

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 and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	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 Value Diversity and Inclusion	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
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"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
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

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
Business Enablers	Intermediate	<ul style="list-style-type: none">• Perform basic research and analysis which others will use to inform project directions• 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
Project Management		