Role Description
Solicitor Grade I-III

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Criminal Law
Location	Various
Classification/Grade/Band	Legal Officer Grade I-III
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	December 2017
Agency Website	www.jobs.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 Burke 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.

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

Provide legal advice and representation to clients of Legal Aid NSW, including minor assistance and casework service, in accordance with Legal Aid NSW policies and guidelines in order to contribute to the implementation of Legal Aid NSW's mission to deliver high quality legal services to our clients and to assist them to resolve their legal problems.

Key accountabilities

- Providing an efficient and effective legal service to clients in accordance with legislation and directions, policy, guidelines and practice standards
- Determining applications for legal aid under delegated authority and consistent with the Legal Aid Commission Act, policy and guidelines and/or submitting applications for Legal Aid to the Grants Division
- Effectively utilise Legal Aid NSW electronic case management/tracking system and database.
- Contributing to development and ongoing review of legal aid policies and guidelines, including contributing to law reform initiatives through providing feedback as requested on issues raised and/or documents distributed.

- Organising and presenting information sessions for current and potential clients and conducting community education as required;
- Assisting with the preparation of printed promotional materials and/or information booklets and pamphlets as required;
- Keeping up-to-date on legal developments and procedures and identifying training needs and attending training to maintain professional standards and retain a practising certificate.

Key challenges

- Being able to communicate with, take instructions from and effectively represent a wide range of people including people from ATSI communities, those who may be distressed, have a physical or intellectual disability, come from non-English speaking backgrounds, or have problem behaviours such as drug or alcohol addictions, when the legal concepts involved are complex and difficult for the client to understand.
- Maintaining and enhancing professional competence, keeping abreast of legal developments, changes in Legal Aid policies, systems, guidelines and practices and community needs.
- Adapting to new systems and technology which have a significant impact on the legal practice.

Key relationships

Who	Why
Internal	
Senior solicitor (depending on role)	Reports to this position
Regional Program Coordinator if in a regional office	Legal resources in a particular legal practice
External	
Private practitioners	Assigning legal Aid work
Clients	Representing clients

Role dimensions

Reporting line

Reports to a senior solicitor in the practice area.

Essential requirements

Legal Qualifications

Practising Certificate

Fully vaccinated against COVID-19 prior to commencement in the role

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	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	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

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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	• 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
Manage Self	Adept	• 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**	Intermediate	• 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
Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results		• Complete work tasks to agreed budgets, timeframes and standards

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Deliver Results	Intermediate	• 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
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • 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