

# Role Description

## Conference Organiser

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Legal Aid NSW
Location	Central Sydney
Classification/Grade/Band	Clerk grade 3/4
Kind of Employment	Ongoing
Role Number	various
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	03 October 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 21 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 Conference Organiser co-ordinates, organises and promotes conferences, in accordance with Legal Aid NSW policies, guidelines and procedures to provide conferencing services as an alternative method of dispute resolution.

### Key accountabilities

- Assess cases to determine suitability of conferencing with reference to FDRS policies, guidelines and procedures;
- Organise conferences under the family law conferencing program

- Advise all parties about the conference process, procedures and possible outcomes and negotiate effectively with difficulties as they arise in relation to bringing parties together;
- Select and arrange suitable chairpersons for conferences in accordance with identified special needs
- Organise and confirm conference dates and locations with all parties, according to availability and special needs and organise travel arrangements for mediators;
- Maintain and manage details of conferences organised and conference outcomes for recording and statistical purposes;
- Maintain files, associated equipment and materials and process all claims for payment relating to conferences
- Promote conferencing services as an alternative method of dispute resolution among Legal Aid NSW staff, clients, solicitors and the community.

## Key challenges

- effectively manage competing priorities, involving extensive consultation and negotiation, within limited time frames and complete large volumes of work.
- understand and interpret complex legal terminology and documentation, such as court orders and domestic violence orders, when assessing cases to determine suitability of conferencing
- Clients are from a range of different backgrounds and cultures, people who may be distressed or exhibiting threatening behaviours

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader (FDR)	<ul style="list-style-type: none"> <li>• review and manage cases.</li> </ul>
Legal Aid NSW solicitors	<ul style="list-style-type: none"> <li>• consult and liaise with Legal Aid NSW solicitors who act for parties or children involved in the dispute</li> </ul>
Grants Division	<ul style="list-style-type: none"> <li>• Consultation</li> </ul>
<b>External</b>	
clients and solicitors	<ul style="list-style-type: none"> <li>• Arrange for conferences</li> </ul>
Family Dispute Resolution Practitioners (FDRPs),	<ul style="list-style-type: none"> <li>• Negotiate and arrange conferences</li> </ul>

## Role dimensions

### Reporting line





Team Leader

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 <b>Results</b>	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	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	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <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>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> <li>• Seek and apply specialist advice when required</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>