

# Role Description

## Solicitor IV – Civil Law Service for Aboriginal Communities

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law – Civil Law Service for Aboriginal Communities
Classification/Grade/Band	Legal Officer Grade IV
ANZSCO Code	271311
PCAT Code	2118192
Date of Approval	June 2023
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 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 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.

### The Civil Law Service for Aboriginal Communities (CLSAC)

The Civil Law Service for Aboriginal Communities (CLSAC) is an interdisciplinary team within the Civil Law Division that delivers targeted and holistic legal services by phone and outreach to identified disadvantaged Aboriginal communities and correctional centres across NSW. CLSAC works with Aboriginal communities and community workers to increase their capacity to deal with civil law problems as they arise and to work in partnership with other legal and non-legal services. The Aboriginal Women Leaving Custody (AWLC) program sits within CLSAC. AWLC addresses the civil law needs of Aboriginal women while they are in custody, to reduce barriers to housing on the transition back into the community, as well as reducing other factors that may contribute to ongoing disadvantage.

## Primary purpose of the role

Contribute to the leadership of CLSAC and provide supervision in an interdisciplinary team providing services to Aboriginal clients and communities.

Provide civil law service and community legal education to Aboriginal clients and communities including in complex and systemic matters.

## Key accountabilities

- Supervise and support geographically dispersed legal officers to ensure delivery of high quality, efficient and effective legal services in accordance with services delivery plans and strategic directions.
- Provide high quality, targeted advice, minor assistance, legal representation and referral services to Aboriginal clients and communities in a range of civil law areas, as well as basic advice and procedural information in other areas of practice.
- Build relationships and effective referral pathways with targeted internal and external stakeholders, including referrals to specialist legal and non-legal services.
- Work with allied professionals to assist Aboriginal clients to address their legal and non-legal needs by providing an interdisciplinary, wrap-around service to clients.
- Develop and conduct community legal education and legal resources relevant to issues affecting Aboriginal clients and their communities.
- Develop and maintain effective partnerships and relationships with internal and external stakeholders.
- Contribute to law and policy reform relevant to Aboriginal clients and their communities.
- Comply with the Legal Aid Commission Act, policies and practice management standards and undertake all related administrative and case management activities.

## Key challenges

- Handling complex and challenging client situations where limited support services are available.
- Working in a high-volume work environment with a range of competing demands.

## Key relationships

Who	Why
<b>Internal</b>	
Solicitor in Charge, CLSAC	<ul style="list-style-type: none"><li>• Reports to this position</li><li>• Keep informed of key risks and progress of projects, seek support and guidance</li></ul>
CLSAC team	<ul style="list-style-type: none"><li>• Work collaboratively</li></ul>
Solicitors, social workers, financial counsellors, paralegals and other team members	<ul style="list-style-type: none"><li>• Supervision, direction, guidance and mentoring</li></ul>
Other solicitors and specialist services across Civil, Family and Criminal Law divisions	<ul style="list-style-type: none"><li>• To increase warm referrals and work in partnership</li></ul>
<b>External</b>	
Clients	<ul style="list-style-type: none"><li>• Provide advice, assistance and representation</li></ul>
Stakeholders	<ul style="list-style-type: none"><li>• Communication and education, coordination, collaboration</li></ul>

## Role dimensions

### Decision making

Working under the supervision of the Solicitor in Charge CLSAC in relation to day-to-day work priorities and the coordination of work and resources. The role provides advice and decision making to solicitors reporting to the position.

### Reporting line

Solicitor in Charge CLSAC

### Direct reports

Legal Officers I-III, Allied Professionals and / or paralegals

## Essential requirements

- Admissions or eligibility for admission as a legal practitioner in NSW
- Ability to provide a valid Practising Certificate prior to commencement in the role
- Fully vaccinated against COVID-19 prior to commencement in the role
- Current Driver Licence
- Be able to travel to metropolitan, regional and remote areas






## 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).


This role also utilises an [occupation specific capability set](#).

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

## Legal Professionals Capability Set

Capability Group	Capability Name	Level
	Statutory Interpretation	Level 2
	Legal Research	Level 2
	Legal Advice	Level 2
	Legal Drafting	Level 2
	Litigation and Dispute Resolution	Level 2
	Prosecution	not applicable
	Advocacy	Level 2
	Legislative Development and Drafting	not applicable

## 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	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>Set an example for others to follow and identify and explain ethical issues</li> <li>Ensure that others understand the legislation and policy framework within which they operate</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Act to prevent and report misconduct, illegal and inappropriate behaviour</li> <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> 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	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> </ul>


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Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<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>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>• Develop work plans that consider capability, strengths and opportunities for development</li> <li>• Be aware of the influence of bias when managing team members</li> <li>• Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>• Monitor and report on team performance in line with established performance development frameworks</li> </ul>

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	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Adept
	Value Diversity	Adept
	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Intermediate



	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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
<b>Personal Attributes</b>		
Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> <li>Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>Set an example for others to follow and identify and explain ethical issues</li> </ul>
Act with integrity	Adept	

- Ensure that others understand the legislation and policy framework within which they operate
- Act to prevent and report misconduct, illegal and inappropriate behaviour
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## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <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	Advanced	<ul style="list-style-type: none"> <li>• Present with credibility, engage varied audiences and test levels of understanding</li> <li>• Translate technical and complex information concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Actively listen and encourage others to contribute inputs</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>• Recognise and explain the need for compromise</li> <li>• Influence others with a fair and considered approach and sound arguments</li> <li>• Show sensitivity and understanding in resolving conflicts and differences</li> <li>• Manage challenging relations with internal and external stakeholders</li> <li>• Pre-empt and minimise conflict</li> </ul>

<b>Results</b>	Adept	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering on intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and informed continuous improvement</li> <li>• Identify priorities that need to change and ensure allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>
Deliver Results		

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Group and Capability	Level	Behavioural Indicators
<b>Results</b>	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
Think and Solve Problems		
<b>Business Enablers</b>	Adept	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Identity and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
Project Management		

<b>People Management</b>	Adept	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>• Develop work plans that consider capability, strengths and opportunities for development</li> <li>• Be aware of the influence of bias when managing team members</li> <li>• Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>• Monitor and report on team performance in line with established performance development frameworks</li> </ul>
Manage and Develop People		