

Role Description

Advocate, VAS

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law
Classification/Grade/Band	Clerk Grade 6/7
ANZCO Code	271311
PCAT Code	1118192
Date of Approval	11 February 2020
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 25 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

Provide a high-quality lay advocacy service in veterans’ law and related matters, including providing information about entitlements, assisting with primary claims with the Department of Veterans’ Affairs, conducting reviews at the Veterans’ Review Board and the Administrative Appeals Tribunal, determining applications for legal aid, providing community legal education and contributing to law reform.

Key accountabilities

- Provide a high-quality lay advocacy service in veterans’ law and related matters, including appearing before the Veterans’ Review Board and the Administrative Appeals Tribunal.
- Comply with the Legal Aid Commission Act, policies and practice management standards and undertake all related administrative and case management activities.
- Contribute to law reform and policy.
- Conduct community legal education and develop community legal education resources.
- Work with relevant stakeholders and service delivery partners.
- Keep up-to-date on legal developments and procedures and attend training to maintain professional standards.

- Research, determine needs and conduct community education on a state-wide basis as required

Key challenges

- Keep abreast of changes in Legal Aid policies, systems, guidelines and practices; law reforms; and government initiatives.
- Balance heavy workloads and commitments and meet strict time standards.

Key relationships

Who	Why
Internal	
Senior Solicitor	<ul style="list-style-type: none"> • Reports to this position
Solicitors and Advocates	<ul style="list-style-type: none"> • Liaise with solicitors and advocates to provide high level information and support in casework and legal policy.
External	
Veterans' Review Board	<ul style="list-style-type: none"> • Appear in VRB hearings as a lay advocate.

Role dimensions

Decision making

The role operates with autonomy in respect of day to day priorities to meet service levels.

Reporting line

Senior Solicitor V

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Not having a degree of Bachelor of Laws, Master of Laws or Doctor of Laws or Bachelor of Legal Studies or being otherwise qualified for admission as a barrister and/or solicitor in any State or Territory of Australia.

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	Adept
	Manage Self	Adept
	Value Diversity	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	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • 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
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
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 Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements Keep discussion focused on the key issues
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards 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
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Foundational	<ul style="list-style-type: none">• Use financial and other resources responsibly• Plan and deliver tasks in line with agreed schedules• Check progress against schedules, and seek help to overcome barriers• Participate in planning and provide feedback about improvements to schedules