

Role Description

Solicitor

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law
Classification/Grade/Band	Legal Officer Grade IV
ANZSCO Code	271311
PCAT Code	2118192
Date of Approval	18 February 2016
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 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, 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.

Legal Aid NSW provides legal advice, information, minor assistance and legal representation 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

A Grade IV Legal Officer in the Civil Law Division will:

- Provide a high quality advice, minor assistance and casework services in areas such as consumer, mental health, human rights, employment, housing, immigration, social security, and/or coronial inquests, or other areas of civil law.
- Conduct and supervise other legal officers to ensure an efficient and effective legal practice in accordance with the standards required by Legal Aid NSW.
- Contribute to the leadership of the Civil Law Division.
- Assist people to overcome disadvantaged circumstances
- Comply with the Legal Aid Commission Act, policies and practice management standards and undertake all related administrative and case management activities.

Key accountabilities

- Ensure an efficient and effective service to clients in accordance with service delivery plans and strategic directions

- Supervise and support staff providing services to clients of the Civil Law Division
- Apply relevant legislation, practice directions, delegations, policies and guidelines.
- Use Legal Aid NSW systems (including electronic systems) to record legal services and manage legal aid applications in accordance with the required standards.
- Contribute to law and policy reform.
- Contribute to the planning and delivery of high quality legal services by staff working in the Civil Law Division.
- Conduct community legal education and assist in preparing promotional materials and/or information booklets and pamphlets.
- Work with relevant stakeholders and service delivery partners
- Keep up-to-date on legal developments and procedures and attend training to maintain professional standards and retain a practicing certificate.

Key challenges

- Communicate with, take instructions from and effectively represent a wide range of people including people from disadvantaged communities, those who may be distressed, live in remote locations, have a physical or intellectual disability, come from non-English speaking or ATSI backgrounds, or have difficulties such as drug or alcohol addictions or mental health problems, when the legal concepts involved are complex and difficult for the client to understand.
- Maintain and enhance professional competence, keeping abreast of legal developments, systems, guidelines, practice directions and community needs.
- Support and facilitate the development of junior staff.
- Contribute to the development and implementation of strategic plans within the Civil Law Division.
- Adapt to new systems and technology which have a significant impact on the legal practice.

Key relationships

Who	Why
Internal	
Director	Support and Guidance
Regional Admin Coordinator	Resourcing Assistance
Solicitors	Providing direction and guidance, mentoring
External	
Clients, stakeholders and Barristers	Representing clients and instructing in trial matters

Essential requirements

Legal Qualifications






Practicing Certificate

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	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	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
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 • 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 Work Collaboratively	Adept	<ul style="list-style-type: none"> • 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 Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • 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
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Manage Reform and Change	Intermediate	<ul style="list-style-type: none"> • Promote change processes and communicate change initiatives across the team/unit • Accommodate changing priorities and respond flexibly to uncertainty and ambiguity • Support others in managing uncertainty and change