

Role Description

Solicitor In Charge

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| Cluster | Department of Justice |
| Agency | Legal Aid NSW |
| Division/Branch/Unit | Crime |
| Classification/Grade/Band | Legal Officer Grade VI - Solicitor in Charge |
| ANZSCO Code | 271311 |
| PCAT Code | 1118192 |
| Date of Approval | 11 December 2017 |
| 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 22 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 of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal information, legal advice, 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 leadership and manage the day to day activities of a team. Develop and maintain key relationships with internal and external stakeholders including private solicitors, counsel, legal assistance providers and court personnel. Conduct a legal practice as the most senior specialist for Criminal Law 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

- Provide advice and guidance on the management of a legal practice, the conduct of litigation and the exercise of discretions
- Lead and manage the day to day activities of the team to ensure the efficient and effective use of resources and that client services meet the needs of the community and other stakeholders
- Monitor service delivery and other statistical data (internal and external e.g. court and demographic data) to evaluate office efficiency and productivity and to inform service delivery planning
- Implement and/or recommend improvements, remedial action and/or changes in policies and work processes to ensure that services are appropriate and participate in senior management forums and other activities that contribute to the effective leadership and management of staff
- Provide high quality legal assistance services as other priorities permit
- Establish and maintain effective communication within the team and ensure that all team members are aware of key corporate requirements and priorities, reforms and initiatives.

Key challenges

- Adapting to changes in Legal Aid NSW policies, structure, systems, guidelines, practices and community needs
- Allocating work appropriately and fairly between team members
- Supervising the workload, effectiveness, efficiency and compliance of a number of staff within the team
- Manage your work to maintain an effective balance between your primary role as Manager of the team and conducting a practice
- Ensure a positive culture of respect and morale within the office.

Key relationships

| Who | Why |
|--|--|
| Internal | |
| Director, Deputy Director Criminal Law | Support and Guidance |
| Office Manager | Day to Day administrative management of team |
| Senior Solicitors, Solicitors and Legal Support Officers | Provide instructions and seek support |
| External | |
| Solicitors and Barristers | Assignment of Legal Work |
| Clients | Representation of clients |
| Prosecution Authorities | Liaising |
| Courts/Judiciary | Liaising |

Role dimensions

Decision making

Category 5 of the Legal Aid NSW Delegations Manual

Reporting line

Deputy Director, Criminal Law

Direct reports

Office Manager

Senior Solicitors (Grade V)

Grade IV solicitors

Grade I-III solicitors.

Budget/Expenditure

Nil

Essential requirements

Legal Qualifications






Practising 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 | Advanced |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Advanced |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Advanced |
| | Influence and Negotiate | Adept |
|  Results | Deliver Results | Advanced |
| | Plan and Prioritise | Adept |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Adept |
|  Business Enablers | Finance | Intermediate |
| | Technology | Intermediate |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Foundational |
|  People Management | Manage and Develop People | Advanced |
| | Inspire Direction and Purpose | Adept |
| | Optimise Business Outcomes | Adept |
| | Manage Reform and Change | Advanced |

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 Attribute | | |
| 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 |
| Manage Self | Advanced | <ul style="list-style-type: none"> • Act to prevent and report misconduct, illegal and inappropriate behaviour • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way |
| Relationships | | |
| Communicate effectively | Advanced | <ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats |
| Work Collaboratively | Advanced | <ul style="list-style-type: none"> • Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|----------------------------|--------------|--|
| Results | | |
| Deliver Results | Advanced | <ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes |
| 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 | | |
| Technology | Intermediate | <ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|----------------------|-------|------------------------|
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People Management

| | | |
|----------------------------------|----------|---|
| Manage and develop people | Advanced | <ul style="list-style-type: none">• Refine roles and responsibilities over time to achieve better business outcomes• Recognise talent, develop team capability and undertake succession planning• Coach and mentor staff and encourage professional development and continuous learning• Provide timely, constructive and objective feedback to staff• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way |
| Manage Reform and Change | Advanced | <ul style="list-style-type: none">• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives• Clarify purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty• Assist others to address emerging challenges and risks and generate support for change initiatives• Translate change initiatives into practical strategies and explain these to staff and their role in implementing them• Implement structured change management processes to identify and develop responses to cultural barriers |