

# Role Description

## Solicitor Grade I-III (CLE)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit-CLE
Classification/Grade/Band	Legal Officer I-III
Senior executive work level standards	Not Applicable
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	02 July 2024
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 at Bourke and Walgett 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. 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

Design, develop and deliver CLE initiatives and projects. Contribute to the implementation of the CLE Strategic Framework and the CLE Branch strategic plan and provide guidance and support to staff across the organisation in the development and delivery of CLE.

### Key accountabilities

- Contribute to the analysis of CLE needs across the state from a variety of sources including internal staff members and external organisations and community groups.
- Participate in the collaborative implementation of the strategic plan for CLE priorities in consultation with various internal and external stakeholders.
- Develop and deliver specific CLE programs, projects and resources in consultation with subject matter experts and the CLE team.
- Liaise with relevant organisations to identify CLE needs and develop responsive CLE to meet those needs.
- Organise and present information sessions for current and potential clients and conducting community education as required;
- Keep up-to-date on legal developments and procedures and identifying training needs and attending training to maintain professional standards and retain a practicing certificate.

- Undertake legal research when developing community legal education resources and provide legal advice during the course of community legal education work when requested, on an ad hoc basis.

## Key challenges

- Keeping up-to-date with developments in law and procedures given the frequency of changes in legislation, case law and processes and ensuring that such developments are reflected in appropriate CLE programs (face to face, hard copy and online resources) for delivery to the community and clients.
- Determining the best method(s) of delivering CLE and training from a variety of alternatives (e.g. face to face, toolkits, electronically, through conferences).
- Documenting and mapping client needs and existing CLE programs to identify gaps in community legal education and developing suitable programs to meet these needs in collaboration with other Legal Aid NSW staff members and external stakeholders.

## Key relationships

### Internal

Who	Why
Solicitor Grade IV	<ul style="list-style-type: none"> <li>• Reports to this position - guidance and support.</li> </ul>
CLE team and other Legal Aid staff	<ul style="list-style-type: none"> <li>• Resource, provide and share information</li> </ul>

### External

Who	Why
External agencies	<ul style="list-style-type: none"> <li>• Identify and respond to CLEI needs</li> </ul>
Clients	<ul style="list-style-type: none"> <li>• Information and Representation</li> </ul>

## Role dimensions

### Decision making

The position holder makes decisions relating to development of CLE materials and resources and the planning and delivery of projects in consultation with the Solicitor Grade IV .

### Reporting line

Solicitor Grade IV

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Current NSW Practising Certificate.
- Must hold valid NSW drivers license and requires the ability for remote travel
- A valid current Working with Children Check is required

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


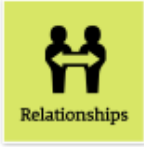
The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<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>Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Focus on key points and speak in plain English</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>Promote the use of inclusive language and assist others to adjust where necessary</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Write and prepare material that is well structured and easy to follow</li> <li>Communicate routine technical information clearly</li> </ul>	Intermediate



### **Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



### **Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



### **Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and 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 affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



### **Technology**

Understand and use available technologies to maximise efficiencies and effectiveness

- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security

Foundational



## Project Management

Understand and apply effective planning, coordination and control methods









- Understand project goals, steps to be undertaken and expected outcomes
- Plan and deliver tasks in line with agreed project milestones and timeframes
- Check progress against agreed milestones and timeframes, and seek help to overcome barriers
- Participate in planning and provide feedback on progress and potential improvements to project processes

Foundational

## Complementary capabilities









*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational



## Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
 Legal	Statutory Interpretation	Interpret legislation, subordinate legislation and instruments in accordance with legislation and accepted legal principles	n/a
 Legal	Legal Research	Undertake legal research	Level 1
 Legal	Legal Advice	Provide quality independent legal advice and explanation of legal issues	Level 1
 Legal	Legal drafting	Prepare legal documents to achieve client outcomes	n/a
 Legal	Litigation and Dispute Resolution	Litigate and resolve disputes effectively in relevant forums and jurisdictions	n/a
 Legal	Prosecution	Prosecute offences in accordance with the relevant law, conduct rules and prosecutorial standards	n/a
 Legal	Advocacy	Act as an effective and ethical advocate	n/a
 Legal	Legislative Development and Drafting	Provide legal services relating to legislative proposals and legislative drafting	n/a