

# Role Description

## Solicitor in Charge, Family Law

<b>Cluster</b>	Stronger Communities
<b>Agency</b>	Legal Aid NSW
<b>Division/Branch/Unit</b>	Family Law
<b>Classification/Grade/Band</b>	Legal Officer Grade VI
<b>ANZCO Code</b>	271311
<b>PCAT Code</b>	2118192
<b>Date of Approval</b>	17 January 2022
<b>Agency Website</b>	<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 the 2 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 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

Provide senior management and leadership of the Legal Aid NSW inhouse family law practice to ensure that high quality services are provided to legally aided clients in family law matters and that our services are delivered in an effective and efficient manner across the state.

### Key accountabilities

- Provide leadership and expert advice/guidance to solicitors within the Family Law Division to enable the delivery of high-quality consistent legal services, efficient and effective use of resources and compliance with Legal Aid NSW policies, guidelines, and practice management standards to ensure that both consistent standards of service delivery and the needs of the community are met.
- Manage the provision of high-quality legal advice, minor assistance and representation service in family law matters in accordance with Legal Aid NSW policies and guidelines, including conducting more complex litigation.

- Oversee the allocation of independent children’s lawyer matters across NSW and contribute towards quality assurance processes in the conduct of independent children’s lawyer matters in NSW.
- Manage the monitoring of service delivery to provide accurate statistical and other information to evaluate the effectiveness and efficiency of services, to inform service delivery planning and decision making and to ensure that all staff enter accurate statistical data on time and in accordance with standards and definitions.
- Implement and/or recommend initiatives in policies and service delivery to ensure that Legal Aid NSW’s resources are used effectively, that services are provided in metropolitan and regional locations in NSW to meet community need and that appropriate partnerships are developed with other service providers.
- Keep abreast of legal developments and community needs through research and liaison with relevant government and community agencies and the private legal profession to assist with the provision of information about legal developments in the area of family law and contribute to the initiation, coordination and undertaking of related law and policy reform initiatives.
- Assist to coordinate and provide community legal education and training on family law issues.

## Key challenges

- Maintain effective relationships with key stakeholders and keep abreast of legislative and policy changes.
- Provide professional support for high quality and consistent family law services across the state including in regional areas (including a willingness to travel to these regional areas) whilst maintaining an effective balance between the management of the family law practice, casework, legal education and policy and law reform work.

## Key relationships

Who	Why
<b>Internal</b>	
Director, Family Law	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed of key risks and projects, seek support and guidance.</li> <li>• Provide expert advice and assistance to the Director Family Law and other Senior Officers as appropriate regarding law reform initiatives and related policy development in care and protection.</li> </ul>
Family Law Executive	<ul style="list-style-type: none"> <li>• Contribute to the strategic direction and service delivery priorities of the family law division.</li> <li>• Provide advice and expertise on family law care and protection issues</li> </ul>
Inhouse family law staff	<ul style="list-style-type: none"> <li>• Provide leadership, direction, guidance, and mentoring.</li> <li>• Build the capability of staff, particularly senior solicitors.</li> <li>• Obtain the team perspective on organisational initiatives and direction.</li> <li>• Share information, knowledge and expertise.</li> </ul>
<b>External</b>	
Clients	<ul style="list-style-type: none"> <li>• Advise and represent individual clients.</li> </ul>
Legal and non-legal service providers	<ul style="list-style-type: none"> <li>• Work in partnership or collaboration to deliver services, identify needs and address systemic issues.</li> </ul>

## Role dimensions

### Decision making

The role operates with autonomy in respect of their day-to-day work priorities and the coordination of work and resources of the team to meet service levels. It provides advice and decision making to solicitors reporting to the position.

### Reporting line

Director, Family Law

### Direct reports

Legal Officers

### Budget/Expenditure

n/a

## Essential requirements

Legal Qualifications

NSW Practising Certificate

Working with Children Check

Fully vaccinated against COVID-19 prior to commencing in role

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

## Legal Professionals Capability Set

Capability Group	Capability Name	Level
 Legal	Statutory Interpretation	Level 2
	Legal Research	not applicable
	Legal Advice	Level 3
	Legal Drafting	Level 2
	Litigation and Dispute Resolution	Level 3
	Prosecution	not applicable
	Advocacy	Level 3
	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> Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>• Model the highest standards of ethical behaviour and reinforce them in others.</li> <li>• Represent the organisation in an honest, ethical, and professional way and set an example for others to follow.</li> <li>• Ensure that others have a working understanding of the legislation and policy framework within which they operate.</li> <li>• Promote a culture of integrity and professionalism within the organisation and in dealings external to government.</li> <li>• Monitor ethical practices, standards and systems and reinforce their use.</li> <li>• Act on reported breaches of rules, policies, and guidelines.</li> </ul>
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement.</li> <li>• Actively seek, reflect, and act on feedback on own performance.</li> <li>• Translate negative feedback into an opportunity to improve</li> <li>• Maintain a high level of personal motivation.</li> <li>• Take the initiative and act in a decisive way.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer focused services.</li> <li>• Understand customer perspectives and ensure responsiveness to their needs.</li> <li>• Identify customer service needs and implement solutions.</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers.</li> <li>• Maintain relationships with key customers in area of expertise.</li> <li>• Connect and collaborate with relevant stakeholders within the community.</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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Manage challenging relations with internal and external stakeholders.</li> <li>• Pre-empt and minimise conflict.</li> <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> <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> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks.</li> <li>• Apply practical skills in the use of relevant technology.</li> <li>• Make effective use of records, information and knowledge management functions and systems.</li> <li>• Understand and comply with information and communications security and acceptable use policies.</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.</li> </ul>
<b>People Management</b> Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Refine roles and responsibilities over time to achieve better business outcomes.</li> <li>• Recognise talent, develop team capability, and undertake succession planning.</li> <li>• Coach and mentor staff and encourage professional development and continuous learning.</li> <li>• Provide timely, constructive, and objective feedback to staff.</li> <li>• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way.</li> <li>• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives.</li> </ul>
<b>People Management</b> Manage Reform and Change	Adept	<ul style="list-style-type: none"> <li>• Actively promote change processes to staff and participate in the communication of change initiatives across the organisation.</li> <li>• Provide guidance, coaching and direction to others managing uncertainty and change.</li> <li>• Engage staff in change processes and provide clear guidance, coaching and support.</li> <li>• Identify cultural barriers to change and implement strategies to address these.</li> </ul>