ROLE DESCRIPTION

Information Officer - Legal

Cluster	Stronger Communities	
Agency	Legal Aid NSW	
Division/Branch/Unit	LawAccess NSW	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 3/4	
ANZSCO Code	541112	
PCAT Code	1119192	
Date of Approval	11 March 2014 (Updated 11/2/19)	Ref: LawAc 0014
Agency Website	www.lawaccess.nsw.gov.au	

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 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 the first point of contact for customers of LawAccess NSW. To complete inquiries by providing legal information and/or referral to appropriate assistance services.

Key accountabilities

- Provide timely and accurate legal information and referrals to members of the public and apply flexible service delivery principles based on customer needs to ensure the provision of excellent customer service to a diverse range of LawAccess NSW customers.

- Develop and maintain sound knowledge of legal information, analysing and responding to questions appropriately in order to provide quality assistance services across NSW.

- Record and maintain accurate information regarding customer inquiries and assistance services.

- Manage time and resources to prioritise and complete a range of competing tasks.

- Participate in the LawAccess NSW Achievement Planning Program, which includes self-assessment of performance and receiving feedback from Team Leaders.

- Participate in developing, maintaining and improving the Customer Relationship Management (CRM) database, LawAccess Online, legal information resources, referral protocols and office processes.

- Perform administrative, clerical or research duties..

- Communicate and present information clearly and concisely to customers and colleagues to ensure the level of information is appropriate and understood.

Key Challenges

- Adapting to constant change and remaining informed and aware of amendments to procedures, legal information resources and available services.

- Meeting the contact centre's performance standards as set by the Board. Working with a wide variety of customers from differing socio-economic and culturally and linguistically diverse backgrounds.

Key relationships

Who	Why
Internal	
Team Leaders, Legal Information Group	Direct supervisor. Assists with complex enquiries, performance management, training and development.
The Public of NSW	Provide legal information and referrals.
Legal Information and Advice Groups	Team work in the provision of legal information and referrals
Service Development Group	Contribute to innovation and maintenance of resources
Community Engagement Group	Support initiatives
Legal Resource Team	Contribute to maintenance of resources
External	
Customers	To provide legal information and/or referral to appropriate assistance services.

Role dimensions

Decision making

Information Officers – Legal take ownership of all first contact customer inquiries and have authority to provide legal information and referrals. The position holder collates and analyses information obtained from a customer and provides options to ensure the customer obtains timely, accurate and appropriate legal information, advice or referral. A critical decision for Information Officers – Legal is whether a matter is beyond his or her level of expertise and how best to seek the assistance of other team members to ensure customers receive timely and accurate information.

Reporting line

The role reports to the Team Leader – Legal Information Group

Direct reports

N/A

Budget/Expenditure

N/A

Essential requirements

- An understanding of the legal system and legal issues confronted by customers and demonstrated experience in providing excellent customer service.

- LawAccess NSW utilises audio call recording for coaching and quality assurance purposes.

- Work to a schedule / roster in line with LawAccess NSW contact centre's performance standards

- Fully vaccinated against COVID-19 prior to commencing in the role

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework

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**	**Intermediate**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	**Intermediate**
	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	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	• 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