

Role Description

Senior Solicitor, Civil Law Service for Aboriginal Communities



Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law
Classification/Grade/Band	Legal Officer Grade V
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	09 July 2019
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 23 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.

The Civil Law Service for Aboriginal Communities (CLSAC) is a specialist team within the Civil Law division that delivers targeted and holistic legal services by phone and outreach to identified disadvantaged Aboriginal communities and correctional centres across NSW. CLSAC is a multi-disciplinary team that aims to provide high quality advice and casework services to Aboriginal people that deliver better outcomes for people's everyday lives. It works with Aboriginal communities and community workers to increase their capacity to deal with civil law problems as they arise and to work in partnership with other legal and non-legal services

Primary purpose of the role

Contribute to the senior management and leadership of the Civil Law Service for Aboriginal Communities and provide civil law services to disadvantaged Aboriginal communities including in more complex and systemic matters.

Key accountabilities

- Contribute to the leadership of an innovative and targeted specialist civil law legal service for disadvantaged Aboriginal communities and Aboriginal women in custody.
- Provide high quality advice, minor assistance and legal representation services in areas such as consumer, housing, human rights, fines, social security, employment, and other areas of civil law.
- Manage and support legal officers and other non-legal staff to ensure high quality, efficient and effective legal and non-legal services in accordance with service delivery plans and the strategic direction of the organisation, division and team.
- Provide supervision, guidance and mentoring to staff to ensure a highly capable workforce that is flexible, developed and equipped.
- Coordinate outreach services of the team including managing staffing and planning, reviewing and monitoring outreach activities.

- Develop and contribute to strategies for addressing systemic legal issues facing Aboriginal people and communities including through law and policy reform and advocacy.
- Conduct community legal education and assist in preparing promotional materials and/or information booklets and pamphlets.
- Develop and maintain effective partnerships and relationships both internal and external in an effort to improve access to justice for Aboriginal clients and communities.

Key challenges

- Contributing to the development and maintenance of a legal service that is culturally competent and safe for clients and staff and is able to maintain specialised ways of working with Aboriginal clients and communities from within a mainstream organisation, including through appropriate prioritisation of resources.
- Contributing to the management and leadership of a diverse workforce of lawyers, support staff and allied professionals to deliver a holistic service within resource and service delivery constraints.
- Developing and maintaining a large number and range of internal and external relationships and partnerships to maximise outcomes for Aboriginal people, including through managing and taking account of competing views and different priorities.

Key relationships

Who	Why
Internal	
Director, Civil Law	Provide advice and expertise on issues affecting Aboriginal clients and communities Seek support and guidance
Solicitor in Charge, CLSAC	Escalate issues, keep informed of key risks Work in partnership to contribute to leadership and management of CLSAC Seek support and guidance
Staff of CLSAC	Contribute to leadership, direction, guidance and mentoring of staff. Build the capability of staff Share information, knowledge and expertise.
Regional offices and other teams	Work in partnership to deliver services and manage regional staff Provide guidance and direction on areas of specialist expertise
External	
Clients and Aboriginal communities	Advise and represent individual clients and work with communities to identify needs and address systemic issues
Legal and non-legal service providers	Work in partnership or collaboration to deliver services Keep informed of relevant projects and services
Other stakeholders including government	Contribute to law reform, engage in systemic advocacy, develop legal service delivery and contribute to other joint projects

Role dimensions

Decision making

The role operates with autonomy in respect of their day to day work priorities. The position is required to work in partnership with the solicitor in charge to lead and manage the team, and makes decisions in consultation with the

solicitor in charge about staffing and coordinating outreach. It provides advice to and makes decisions in respect of staff reporting to the position. The role has delegation for certain policy and casework decisions. The role has no financial delegation.

Reporting line

Solicitor in Charge, Civil Law Service for Aboriginal Communities

Direct reports

Legal Officers I-III, project officers, paralegals, non-legal staff

Budget

Nil

Essential requirements

Qualifications to practice as an Australian legal practitioner

NSW Practising Certificate

Drivers Licence

Thorough understanding and knowledge of working with Aboriginal clients and communities

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

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
	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Legal Professionals Capability Set

Capability Group	Capability Name	Level
 Legal	Statutory Interpretation	Level 2
	Legal Research	Level 2
	Legal Advice	Level 3
	Legal Drafting	Level 2
	Litigation and Dispute Resolution	Level 2
	Prosecution	not applicable
	Advocacy	Level 2
	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
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
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 Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/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 impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
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