

Role Description

Case Worker, Civil Law Service for Aboriginal Communities (CLSAC)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law Service for Aboriginal Communities, Civil Law Division
Classification/Grade/Band	Clerk 6/7
ANZSCO Code	272511
PCAT Code	1119192
Date of Approval	11 April 2023
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 28 regional offices in metropolitan and regional centres across NSW including the two 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 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.

The Civil Law Service for Aboriginal Communities (CLSAC)

The Civil Law Service for Aboriginal Communities (CLSAC) is an interdisciplinary 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 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. The Aboriginal Women Leaving Custody (AWLC) program sits within CLSAC. AWLC addresses the civil law needs of Aboriginal women while they are in custody, to reduce barriers to housing on the transition back into the community, as well as reducing other factors that may contribute to ongoing disadvantage.

Primary purpose of the role

Provide case management to Aboriginal clients, including Aboriginal women leaving custody, who have complex social and legal needs. Case management includes referral assistance, risk assessment, safety

planning, seeing clients in correctional centres across NSW, support attending Tribunal and/or Court as well as other services. Provide clinical expertise to address the socio-legal needs of Aboriginal clients.

Key accountabilities

- Provide support and assistance about Aboriginal clients with complex socio-legal needs to the Civil Law Service for Aboriginal Communities.
- Provide a consultancy service to legal officers within the Civil Law Service for Aboriginal Communities about the management of, and service provision to, Aboriginal clients and communities with complex socio-legal needs.
- Undertake assessments of Aboriginal clients, including Aboriginal women leaving custody, who have complex socio-legal needs, provide letters of support and other documents that can assist the client's referrals and to advocate for the client.
- Plan, manage and successfully complete allocated projects as they relate to service delivery for this role.
- Contribute actively to strategy, policy, and practice development.
- Develop and maintain networks and relationships with key stakeholders to deliver appropriate services.

Key challenges

- Handling complex and challenging client situations where limited support services are available.
- Working in a high volume work environment with strict deadlines and a range of competing demands.

Key relationships

Internal

Who	Why
Grade V Senior Solicitors and Solicitor in Charge, CLSAC	<ul style="list-style-type: none"> • Escalate issues, keep informed and assist • Receive guidance
Team members	<ul style="list-style-type: none"> • Collaborate to ensure the delivery of high-quality client services
Solicitors	<ul style="list-style-type: none"> • Consulting and assisting in the identification and servicing of clients with socio-legal needs.
Allied Professional Practice Group	<ul style="list-style-type: none"> • Peer support, sharing of expertise, professional training and development

External

Who	Why
Peak bodies, community based, non-government agencies, Corrective Services NSW and other government agencies	<ul style="list-style-type: none"> • Establish and foster effective relationships to facilitate client service provision

Role dimensions

Decision making

The role operates with autonomy in respect of day-to-day priorities and the co-ordination of work and resources of the team to meet service levels

Reporting line

Grade V, AWLC Senior Solicitor, CLSAC

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- 5 years minimum relevant experience
- Diploma Level 5 and above (minimum 2 years study)
- Fully vaccinated against COVID-19 prior to commencing in role
- Drivers Licence
- Working With Children Check

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept



Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

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

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational