Role Description
Regional Program Coordinator

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Legal
Classification/Grade/Band	Legal Officer grade VI
Kind of Employment	Ongoing
ANZSCO Code	271311
PCAT Code	2119183
Date of Approval	24 July 2014
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 21 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

Advise on and co-ordinate the effective planning and management of the resources of Legal Aid NSW across regional New South Wales to meet client needs and deliver quality and consistent services in accordance with the organisation's policies and standards.

Promote effective communication between Solicitors in Charge (SIC's), Practice managers of regional offices and the relevant program Director and Deputy Director to achieve Legal Aid NSW service delivery goals.

Provide authoritative advice and professional support across all regional areas in the relevant program areas.

Key accountabilities

- Develop and promote high quality and consistent practice standards across the division to ensure that policies and procedures are managed and adhered to uniformly across Legal Aid NSW.
- Provide authoritative advice to the Director and Deputy Director to assist
  a)   in developing and implementing best practice legal standards and sound management practices,
  b)   in the development of successful service delivery strategies and outcomes, including working co-operatively with other legal service providers to maximise outcomes for Legal Aid NSW's target groups,
  c)   In ensuring that Legal Aid NSW's planned objectives in the delivery of legal services across the regions are met.
- Provide leadership, professional supervision and support across the division to ensure compliance with practice management standards and quality of work.
- Provide leadership across Legal Aid NSW on the management and resourcing of regional practices. .

- Establish effective communication within the division so that all staff are aware of changes to practice and procedure, reforms and initiatives impacting on the delivery of services across the organisation.
- Monitor service delivery including analysing statistical data to evaluate the effectiveness and efficiency of Legal Aid NSW in providing legal services across the state and to inform service delivery planning.
- Provide a high quality legal advice, minor assistance and representation in accordance with Legal Aid NSW policies and guidelines subject to competing priorities.

Key challenges

- The position is required to ensure that services, strategies and policies are developed, implemented and managed in a uniform fashion across the regions.
- The position is also required to ensure adequate resources are provided to and co-ordinated across the regional offices according to their needs and within financial limits and managed efficiently
- The position is the link between the relevant practice Director and Deputy Director, Practice Managers and Solicitors in Charge of the regional offices and will be required to provide consistent and high quality advice and support to these stakeholders including staff in the regions.

Key relationships

Who	Why
Internal	
Director and Deputy Director	Guidance and Advice
SICs and Practice Managers	Provide guidance and advice and resourcing
External	
Clients and Judiciary	Represent clients and attend court as required.

Role dimensions

Decision making

Category 5 of the Legal Aid NSW delegation manual

Reporting line

Director and Deputy Director

Direct reports

Relief legal officers

Practice Managers for professional guidance

Budget/Expenditure

Essential requirements

Practising Certificate

Legal Qualifications

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

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

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	• 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 • Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Results Think and solve problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
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
People Management	Advanced	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way

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GOVERNMENT

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives