

# Role Description

## Legal and Client Support Officer



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	All
Location	All
Classification/Grade	Clerk Grade 3/4
ANZCO Code	599214
PCAT Code	1137192
Date of Approval	24 May 2023
Agency Website	<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 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 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

The Legal & Client Support Officer provides two main functions for Legal Aid NSW. Firstly, a range of clerical and administrative services to support the legal staff and clients with their legal matters. Secondly, to be the initial point of contact for clients who contact Legal Aid NSW who have a legal problem.

### Key accountabilities

- Provide clerical and administrative services to internal and external legal and non-legal officers and stakeholders as required to ensure effective legal services support.
- Maintain data management within any of Legal Aid NSW's relevant systems and applications to ensure timeliness and accuracy of client and matter/services data.
- Participate as a team member to ensure the effective operation of the office/unit.
- Deliver consistent high quality and targeted services to clients in a high-volume environment including reception and switchboard services.
- Provide relevant, accurate and consistent information regarding Legal Aid NSW services and other organisations.

- Deal with clients with complex legal and non-legal issues to determine and provide initial appropriate information and support or services for the client.
- Deal professionally with clients with complex legal and non-legal issues and behaviours to reduce the likelihood of escalation.

## Key challenges

- Operating within competing priorities and urgency with the requirement to resolve problems relating to delivery of quality services to clients and manage work priorities in a high-volume work environment.
- Dealing with a range of complex client behaviours and enquiries as the first point of contact whilst maintaining a high level of service.

## Key relationships

Who	Why
<b>Internal</b>	
Office Manager, Assistant Office Manager and SIC	<ul style="list-style-type: none"> <li>• Support and guidance and work allocation.</li> </ul>
Legal Officers	<ul style="list-style-type: none"> <li>• Provision of work</li> </ul>
Law Access	<ul style="list-style-type: none"> <li>• Information, contact and referrals</li> </ul>
<b>External</b>	
Clients	<ul style="list-style-type: none"> <li>• First level contact, triage and intake provision, information and referrals.</li> </ul>
Solicitors, Barristers, Police, Courts	<ul style="list-style-type: none"> <li>• Provide information</li> </ul>

## Role dimensions

### Decision making

Working effectively and constructively within the team and solicitors with a level of autonomy

### Reporting line

Office Manager

### Direct reports

Nil

### Budget/Expenditure





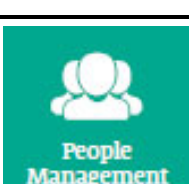
Nil

### Essential requirements

Nil

## 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)

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Business Outcomes	N/A
	Manage Reform and Change	N/A

### 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.

### 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> Display Resilience & Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and solve problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>• Display familiarity and confidences in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul>