

# Role Description

## Solicitor IV – Respect at Work Legal Service (RAWLS)



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law (RAWLS)
Classification/Grade/Band	Legal Officer Grade IV
ANZSCO Code	271311
PCAT Code	2118192
Date of Approval	May 2023–March 2024
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 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.

Legal Aid NSW has received temporary funding for a statewide Respect at Work Legal Service (RAWLS) that provides trauma-informed advice and representation services to those who have experienced sexual harassment and/or discrimination at work. RAWLS is working closely with service partners in government, the community, justice and health sectors in developing referral pathways and providing community legal education to priority client groups across the state.

### Primary purpose of the role

The Grade IV Legal Officer in RAWLS will contribute to the leadership and supervision of the RAWLS team.

The role provides high quality and trauma-informed advice, minor assistance and casework services to clients in sexual harassment and discrimination matters

## Key accountabilities

- Contribute to planning and delivery of the RAWLS service delivery plan and strategic direction.
- Provide high quality, targeted and trauma-informed advice, minor assistance and legal representation services to clients who have experienced sexual harassment and discrimination in the workplace, including complex and systemic matters.
- Manage, supervise and support geographically dispersed legal officers to ensure delivery of high quality, trauma-informed, efficient and effective legal services in accordance with services delivery plans and strategic directions.
- Develop and maintain effective partnerships and relationships with internal and external stakeholders
- Contribute to the development and delivery of a community legal education program (including training, projects and resources) on sexual harassment and discrimination.
- Contribute to law and policy reform.
- Apply relevant legislation, practice directions, delegations, policies and guidelines.
- Comply with the Legal Aid Commission Act, policies and practice management standards and undertake all related administrative and case management activities.

## Key challenges

- Effectively assessing and addressing the legal needs of a diverse range of clients in both metropolitan and remote locations who are experiencing or have experienced sexual harassment or discrimination at work, including people with a disability, young people and those who come from non-English speaking, Aboriginal or Torres Strait Islander background; and ensuring that legal services are targeted, flexible and trauma-informed.
- Adapt to new systems and technology which have a significant impact on the legal practice.
- Maintain and enhance professional competence, keeping abreast of legal developments, systems, guidelines, practice directions and community needs.

## Key relationships

Who	Why
<b>Internal</b>	
Senior Solicitor (Grade V)	<ul style="list-style-type: none"><li>• Reports to this position, seek support and guidance</li></ul>
RAWLS Team	<ul style="list-style-type: none"><li>• Provide guidance, direction and support</li><li>• Work collaboratively</li></ul>
Direct Reports	<ul style="list-style-type: none"><li>• Supervise and support staff</li></ul>
Stakeholders	<ul style="list-style-type: none"><li>• Engagement, coordination, collaboration</li></ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"><li>• Communication and negotiation, coordination, collaboration</li></ul>

## Role dimensions

### Decision making

The role provides advice and decision making to solicitors reporting to the position.

### Reporting line

Senior Solicitor (Grade V) RAWLS

### Direct reports

2 x Legal Officers I-III

### Budget/Expenditure

N/A

## Key knowledge and experience

Substantial experience (including litigation experience) in discrimination or employment law

## Essential requirements

You must:

- Have experience mentoring or supervising legal staff
- Be admitted or eligible for admission, as a legal practitioner in NSW
- Be able to provide a valid Practising Certificate prior to commencement in the role
- Hold a current Driver Licence
- Be able to travel to metropolitan, regional and remote areas

## 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).

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
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Adept</b>
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Intermediate</b>
 People Management	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	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

## 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 and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>Set an example for others to follow and identify and explain ethical issues</li> <li>Ensure that others understand the legislation and policy framework within which they operate</li> <li>Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> </ul>

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>Plan and deliver tasks in line with agreed schedules</li> <li>Check progress against schedules, and seek help to overcome barriers</li> <li>Participate in planning and provide feedback about improvements to schedules</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>Develop work plans that consider capability, strengths and opportunities for development</li> <li>Be aware of the influence of bias when managing team members</li> <li>Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>Monitor and report on team performance in line with established performance development frameworks</li> </ul>

