

Role Description

Social Worker, Disability Royal Commission Legal Service



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Executive Unit
Classification/Grade/Band	Grade 6-7
ANZCO Code	272511
PCAT Code	1119192
Date of Approval	11 November 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 26 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 disability, 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.

Legal Aid NSW is an Equal Opportunity Employer and is committed to promoting a diverse and inclusive workforce. We encourage people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people, to apply for positions within our organisation. We will make reasonable adjustment where possible for people with disability.

The Disability Royal Commission Legal Services (DRCLS) has been established to assist people to engage with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). It will provide legal advice, information and assistance to members of the public wanting to engage with the Royal Commission. It is an independent, trauma-informed and culturally safe service delivered nationally using best practice standards and a human rights approach. It works in partnership with National Aboriginal and Torres Strait Islander Legal Service and collaborate and consult with key stakeholders including peak organisations representing people with disabilities and community legal centres.

The DRCLS is a project of National Legal Aid (NLA) and established based on a consortium of Legal Aid Commissions in all States and Territories. It incorporates a central coordinating team and legal advice team, both of which are based in Legal Aid NSW; and a National Helpline based in Legal Aid Queensland. The

DRCLS social worker will work alongside the legal team to ensure that the social and support needs of clients are addressed.

Primary purpose of the role

Work collaboratively in a multi-disciplinary team to support people to engage with the Disability Royal Commission. Provide clinical expertise and deliver high quality social work services to clients of the DRCLS in accordance with the ethics and standards established by the Australian Association of Social Workers.

Key accountabilities

- Work collaboratively with lawyers and allied professional staff to provide coordinated case management to people to support them to engage with the Disability Royal Commission. This will include referrals, assessment, safety planning, report writing, and general support as well as other services.
- Provide clinical expertise to develop, implement and monitor tailored plans to support people to engage with the Disability Royal Commission.
- Provide a professional consultancy service for, and capacity build, lawyers within the DRCLS about the case management of, and service provision to, people who are engaging with the Disability Royal Commission.
- Provide professional social work services to clients &, as appropriate, their families/carers through interventions such as general support counselling, crisis and brief intervention, assistance with practical matters, provision of information, referral and advocacy.
- Network and build relationships with key non-legal service providers and agencies to facilitate and follow-up referrals.
- Provide targeted advocacy for vulnerable clients and clients with complex needs.
- Maintain accurate records, data collection and information to ensure client information is up to date and available to support effective case management and required reporting requirements for the project.

Key challenges

- Provide services of a high standard to clients in varying locations and adapt regularly to new work locations.
- Communicate with, and effectively assist, a wide range of people including people with disability, people with complex trauma and who are experiencing the effects of traumatic stress, people who live in remote locations, people who come from non-English speaking or ATSI backgrounds.
- Operate in a multi-disciplinary team, as the only social worker.

Key relationships

Who	Why
Internal	
Senior Solicitor Disability Royal Commission Legal Service	<ul style="list-style-type: none"> • Reports to this position • Provide assistance, receive supervision and guidance • Work in partnership to provide wrap-around service to clients • Receive and provide advice on progress of clients • Receive and provide referrals
Client Assessment and Referral team (CARS)	<ul style="list-style-type: none"> • Mentoring, information exchange, capacity building and peer support

Who	Why
Staff in the Disability Royal Commission legal service	<ul style="list-style-type: none"> • Work in partnership to provide wrap-around service for clients to assist them engage with the Disability Royal Commission • Receive and provide advice on progress of clients
External	
Clients	<ul style="list-style-type: none"> • Work in partnership to provide wrap-around service to assist them engage with the Disability Royal Commission
Counselling and disability advocate providers	<ul style="list-style-type: none"> • Work in partnership to refer clients for interventions and assistance to help them engage with the Disability Royal Commission
Key stakeholders in the disability, health, welfare, community and justice sectors including disability advocates, and Aboriginal services	<ul style="list-style-type: none"> • Work collaboratively to achieve best outcomes for clients • Facilitate warm referrals

Role dimensions

Decision making

The role operates with autonomy in respect to their day to day work priorities and the coordination of work and resources to meet delivery objectives. The role provides professional social work services to clients and support to lawyers and exercises discretion and judgement.

Reporting line

Senior Solicitor, Disability Royal Commission Legal Service. Regular clinical supervision, provided externally by a suitably qualified professional.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Relevant tertiary qualifications-Bachelor of Social Work or Master of Social Work.

Eligible to be a member of the Australian Association of Social Workers (AASW)

Current Drivers' License





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	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
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	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Foundational	<ul style="list-style-type: none">• Plan and deliver tasks in line with agreed schedules• Check progress against schedules, and seek help to overcome barriers• Participate in planning and provide feedback about improvements to schedules