Role Description
Project Officer Respectful Workplace Support Team

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	223111
PCAT Code	3224992
Date of Approval	15 February 2024
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 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, 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

to the role of Project Officer will support the establishment and trial of a new Respectful Workplace Support Team to embed Legal Aid NSW as a respectful workplace, and to support Legal Aid NSW staff and managers to resolve workplace conflict and culture issues.

This role will provide project and other support to the Respectful Workplaces team in providing advice, guidance and support to staff in addressing and facilitating the resolution of culture and conflict issues in the workplace; and to reduce the number of these issues through training, policy development and other proactive measures to drive positive change across the organisation.

Key accountabilities

- Support the establishment of the Respectful Workplace Support Team as a leader within NSW government of driving behaviours across the organisation through proactive measures and effective approaches to resolving conflict and culture issues.

- Assist in all aspects of project planning, development and implementation of the new complaints and resolution framework, including project plans, coordinating resources, meeting reporting requirements, and supporting project-related activities, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope.
- Support the initial assessment of, and responses to, workplace culture and conflict issues, including supporting informal resolution where appropriate and identifying matters that require formal investigation by the Industrial Relations and Workplace Standards Team.
- Work as part of a team to provide a centralised point of expert advice for all staff on how to deal with a range of workplace conflict and culture issues, including the provision of support and advice to managers on workplace conflict and culture issues.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.
- Undertake research and formulate recommendations to support evidence-based project planning and decision making.
- Achieve project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.

Key challenges

- Supporting the establishment of a new team to effect positive change within an embedded culture across the organisation in how workplace conflict and culture issues are resolved in a respectful manner, and establishing collaborative relationships with other parts of HR.
- Managing the resolution of conflict and culture issues to ensure equitable, appropriate, and practical resolutions are achieved.
- Supporting the initiatives that meet legislative requirements and enable the delivery of a productive and efficient workforce across Legal Aid NSW whilst responding to the changing needs of the business.

Key relationships

Internal

Who	Why
Manager	- Provide advice and contribute to decision making regarding projects and issues - Escalate issues and propose solutions - Receive guidance and provide regular updates on projects, issues and priorities
Team members	Support team members and work collaboratively to contribute to achieving team outcomes
Stakeholders	- Develop and maintain effective relationships and open channels of communication - Exchange information and respond to enquiries

Role dimensions

Decision making

This role operates with a level of autonomy with supervision from the Manager Respectful Workplace Support Team and Senior Project Officer.

Reporting line

Manager Respectful Workplace Support Team.

Direct reports

NA

Budget/Expenditure

NA

Key knowledge and experience

- Experience in the conduct and management of workplace conflict and culture issues and promotion of policies and practices to reduce workplace conflict and culture issues.
- A relevant tertiary qualification or relevant work experience. Psychology, social work or another field that provides a solid base for leading the reduction and resolution of workplace issues is desirable.

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
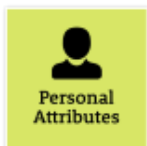
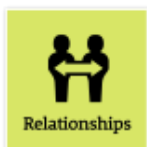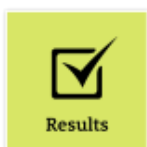|			
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**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
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate

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| | **Project Management**
Understand and apply effective planning, coordination and control methods | • Understand all components of the project management process, including the need to consider change management to realise business benefits
• Prepare clear project proposals and accurate estimates of required costs and resources
• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
• Identify and evaluate risks associated with the project and develop mitigation strategies
• Identify and consult stakeholders to inform the project strategy
• Communicate the project's objectives and its expected benefits
• Monitor the completion of project milestones against goals and take necessary action
• Evaluate progress and identify improvements to inform future projects | Adept |

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
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate

	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Organisational culture	Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce	Level 2
	Workforce Relations	Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements	Level 2

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