

Role Description

Aboriginal Field Officer

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Aboriginal Services Branch
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	224912
PCAT Code	3119192
Date of Approval	February 2022
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 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, 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

Ensure Aboriginal and Torres Strait Islander people are informed of their legal options and assist in addressing their unmet legal needs.

Assist legal officers and administrative staff to help develop, coordinate, facilitate and implement outreach services, community legal education sessions and engagement with Aboriginal communities.

Assist the Solicitor in Charge, Office Manager, Regional Program Coordinators and Solicitors on local community issues that may arise.

Key accountabilities

- Assist the Solicitor in Charge; Regional Program Coordinators, Solicitors, the Manager Aboriginal Services and other relevant staff to facilitate outreach services and community legal education sessions for Aboriginal communities.
- Make connections with relevant Aboriginal community members, Elders, clients and service providers as required

- Meet with Aboriginal organisations and communities and attend cultural and community events to promote the services of Legal Aid NSW.
- Provide support to solicitors involved in crime, civil and family law matters with Aboriginal clients, including in communicating with clients and the coordination of matters.
- Making referrals within Legal Aid, the Aboriginal Legal Service and to other legal and non-legal services for clients
- Provide guidance and feedback to Legal Aid staff on ways to work with Aboriginal clients and to improve the workplace by increasing cultural awareness of staff in consultation with the Aboriginal Services Branch
- Provide support for non-Aboriginal clients if required operationally noting that support for Aboriginal clients is the priority for this role

Key challenges

- Responding to the complex legal needs of Aboriginal clients within a legal aid context and ensuring that a holistic response is provided to those needs.
- Overcoming perceived barriers between Aboriginal communities and Legal Aid and building trust between the two.
- Managing conflicting priorities between client engagement, coordination of outreach, community legal education and other responsibilities for the role.

Key relationships

Who	Why
Internal	
Solicitor in Charge	<ul style="list-style-type: none"> • Direction; allocation of work and supervision
Solicitors	<ul style="list-style-type: none"> • Support outreach to Aboriginal Communities within the region • Client liaison
Manager, Aboriginal Services	<ul style="list-style-type: none"> • Strategic direction of the program, support and professional development, information and advice
External	
Aboriginal Community Organisations	<ul style="list-style-type: none"> • Engagement and consultation on key Legal Aid service initiatives • Engagement to identify the needs of community • Referral and collaboration with Aboriginal Legal Service
Aboriginal Communities	<ul style="list-style-type: none"> • Engage the community to raise awareness of Legal Aid service initiatives, including outreach and Community Legal Education.
Government and non-government organisations	<ul style="list-style-type: none"> • Engagement and consultation on key Legal Aid service initiatives • Engagement with government agencies, Not for Profit Organisations and health practitioners. • Referral and collaboration with other service providers
Clients	<ul style="list-style-type: none"> • Liaise between Legal Aid solicitors and clients
Private Practitioners	<ul style="list-style-type: none"> • Liaise between private practitioners and clients

Role dimensions

Decision making

This role works with a level of autonomy, seeks advice and guidance from the Solicitor in Charge, solicitors and the Aboriginal Services Branch.

Reporting line

- Solicitor in Charge for daily supervision; and
- Director Aboriginal Services for program support

Essential requirements

Aboriginality

Drivers' License

Working with Children's Check





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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 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	Foundational
 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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Maintain own motivation when tasks become difficult
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
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
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