

# Role Description

## Social Worker

### Domestic Violence Unit

<b>Cluster</b>	Stronger Communities
<b>Agency</b>	Legal Aid NSW
<b>Division/Branch/Unit</b>	Family Law Division
<b>Classification/Grade/Band</b>	Clerk Grade 6/7
<b>ANZSCO Code</b>	272511
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	19 August 2019
<b>Agency Website</b>	<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 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 experiencedifficulties 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

Provide case management to victims of domestic and family violence with complex social and legalneeds including referral assistance, risk assessment, safety planning, support in attending Court aswell as other services. Provide clinical expertise to address the socio-legal needs of victims of domestic and family violence.

#### Key accountabilities

- Provide clinical expertise about domestic and family violence to the domestic violence unit.
- Provide a professional consultancy service to legal officers within the domestic violence unit about the management of, and service provision to, victims of domestic and family violence with complex socio-legal needs.
- Complete the assessment of victims of domestic and family violence with complex socio-legal needs and prepare detailed written reports for solicitors, courts, and tribunals.
- Provide a leadership role in the specialist area of domestic and family violence and provide advice and information to staff.
- Plan, manage and complete allocated projects and present regular and ad hoc reports to the Manager on project achievements and issues in regard to service delivery.

- Monitor and evaluate the quality of service provision by external providers and recommend intervention when service quality falls.
- Contribute actively to strategy, policy, and practice development through the making of recommendations for development and the reviewing of drafts.

## Key challenges

- Handling complex and challenging client situations where few precedents exist and/or services are available.
- Working in a high volume work environment with strict deadlines and a range of competing demands.
- Completion of reports to a standard acceptable to Courts, with the possibility of cross-examination on the report's contents.

## Key relationships

Who	Why
<b>Internal</b>	
Solicitors	<ul style="list-style-type: none"> <li>• Consulting and assisting in the identification and servicing of clients with socio-legal needs.</li> </ul>
Colleagues	<ul style="list-style-type: none"> <li>• Collaborate to ensure the delivery of high-quality client services.</li> </ul>
Manager	<ul style="list-style-type: none"> <li>• Provide assistance and receive guidance.</li> </ul>
<b>External</b>	
State-wide and regional government, non-government and private providers	<ul style="list-style-type: none"> <li>• Ensure the best outcomes for clients.</li> </ul>

## Role dimensions

### Decision making

The role operates with autonomy in respect of day-to-day priorities and the coordination of work and resources of the team to meet service levels.

### Reporting line

Domestic Violence Specialist Solicitor, Domestic Violence Unit.

### Direct Reports

Nil

### Budget/Expenditure

Nil

### Essential requirements

Fully vaccinated against COVID-19 prior to commencing in role





## 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).

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

### 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> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths.</li> <li>• Show commitment to achieving challenging goals.</li> <li>• Examine and reflect on own performance.</li> <li>• Seek and respond positively to constructive feedback and Guidance.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Demonstrate a high level of personal motivation</li> <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> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>• Utilise facts, knowledge, and experience to support recommendations.</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders.</li> <li>• Identify others' concerns and expectations.</li> <li>• Respond constructively to conflict and disagreements.</li> <li>• Keep discussion focused on the key issues.</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly.</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning.</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary.</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals.</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments.</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> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions.</li> <li>• Understand project goals, steps to be undertaken and expected outcomes.</li> <li>• Prepare accurate documentation to support cost or resource estimates.</li> <li>• Participate and contribute to reviews of progress, outcomes, and future improvements.</li> <li>• Identify and escalate any possible variance from project plans.</li> </ul>