

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](#) 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
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Act with Integrity

Be ethical and professional, and uphold and promote the public sector values

Represent the organisation in an honest, ethical and professional way

Support a culture of integrity and professionalism

Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct

Recognise and report misconduct and illegal and inappropriate behaviour

Report and manage apparent conflicts of interest and encourage others to do so

Intermediate



Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

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

Stay motivated when tasks become difficult

Intermediate



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

Focus on key points and speak in plain English

Clearly explain and present ideas and arguments

Listen to others to gain an understanding and ask appropriate, respectful questions

Promote the use of inclusive language and assist others to adjust where necessary

Monitor own and others' non-verbal cues and adapt where necessary

Write and prepare material that is well structured and easy to follow

Communicate routine technical information clearly

Intermediate



Work Collaboratively

Collaborate with others and value their contribution

Build a supportive and cooperative team environment

Intermediate

Share information and learning across teams

Acknowledge outcomes that were achieved by effective collaboration

Engage other teams and units to share information and jointly solve issues and problems

Support others in challenging situations

Use collaboration tools, including digital technologies, to work with others



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

Understand the team and unit objectives and align operational activities accordingly

Intermediate

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 affect the achievement of team and unit goals

Accommodate and respond with initiative to changing priorities and operating environments



Project Management

Understand and apply effective planning, coordination and control methods

Understand project goals, steps to be undertaken and expected outcomes

Foundational

Plan and deliver tasks in line with agreed project milestones and timeframes

Check progress against agreed milestones and timeframes, and seek help to overcome barriers

Participate in planning and provide feedback on progress and potential improvements to project processes

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational



Procurement and
Contract Management

Understand and apply procurement processes
to ensure effective purchasing and contract
performance

Foundational
