

# Role Description

## Senior Solicitor Grade V

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Legal Services – Family Law Division, Domestic Violence Unit
Role number	Not Applicable
Classification/Grade/Band	Legal Officer Grade V
Senior executive work level standards	Not Applicable
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	13 July 2022
Agency Website	<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 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, 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 information, legal advice, 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.

### The Domestic Violence Unit

The Domestic Violence Unit (DVU) was established in 2015 and is a specialist family and domestic violence service at Legal Aid NSW. The DVU is a state-wide interdisciplinary team of lawyers, specialist domestic violence case workers, mental health workers and financial counsellors who work together to provide trauma informed services to clients by helping them with their legal and non-legal needs. The DVU provides advice, duty services, minor assistance, limited complex case work and community legal education in a range of locations.

### Primary purpose of the role

Provide senior management and leadership in an interdisciplinary team in the provision of family law, care and protection law, Apprehended Domestic Violence Orders and other services to socially and economically disadvantaged people who have experienced family and domestic violence in accordance with the Legal Aid NSW Plan and the Family Law Division Business Plan. This includes directly providing legal services to clients of Legal Aid NSW, including in more complex matters.

## Key accountabilities

- Providing a trauma informed, efficient and effective legal service to clients in accordance with legislation and directions, policy, guidelines and practice standards, including providing information, legal advice, minor assistance and duty lawyer services to members of the public and representing clients in dispute resolution processes and litigation.
- Providing community and legal education to diverse community and other groups and developing and maintaining stakeholder relationships.
- Supervise, lead, and manage solicitors including providing advice and guidance on the management of a legal practice, induction and training of new staff, performance planning and reviewing, conducting regular file reviews and ensuring compliance with Legal Aid NSW policies and guidelines, delegations and relevant practice standards.
- Utilising new systems and technology including the Legal Aid NSW electronic case management/tracking system and database including entering data in accordance with the standards and requirements of the systems, preparing required documentation and maintaining appropriate records in both soft and hard copy forms.
- Keeping up-to-date on legal developments and procedures including best practice provision of family and domestic violence services, changes in Legal Aid policies, systems, guidelines, and practices and community needs.
- Identifying training and professional development needs of staff.
- Determining applications for legal aid under delegated authority and consistent with the Legal Aid Commission Act, policy and guidelines and/or submitting applications for Legal Aid to the Grants Division; including making recommendations about merit and exercising discretion as required, preparing reports for the Legal Aid Review Committee as required and complying with practice standards for case management including performing case related accounting duties.
- Identifying systemic issues affecting vulnerable or disadvantaged clients and contributing to legal policy and creative and tailored service delivery strategies to address those issues.

## Key challenges

- Communicating effectively with, and take instructions from, a wide range of people including those from Aboriginal and Torres Strait Islander communities, people in crisis, people with a physical or intellectual disability or mental illness, people from non-English speaking backgrounds, or who have challenging behaviours such as drug or alcohol addictions and people who have experienced family and domestic violence in situations where the legal concepts involved are complex and difficult for the client to understand.
- Balancing advice, duty and caseload commitments with supervisory responsibilities, travel to regional and remote locations as required, law reform, policy and project work, building and managing partnerships and stakeholder relationships, developing service delivery strategies and the participation in or co-ordination of any Committees and community and legal education.
- Contributing to the development and implementation of creative, effective and tailored strategies to build the capacity of legal officers in the Domestic Violence Unit and Family Law Division, support the legal work undertaken through regional offices, outreach and Family Law projects and respond effectively to legal and systemic issues affecting clients who have experienced family and domestic violence.

## Key relationships

### Internal

Who	Why
Solicitor in Charge, DVU	<ul style="list-style-type: none"><li>• Reports to this position.</li></ul>

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Solicitors, social workers, financial counsellors, paralegals and other team members

- Providing supervision, direction, guidance and mentoring.

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## External

Who	Why
Clients	<ul style="list-style-type: none"><li>• Provide advice, assistance and representation.</li></ul>
Various public sector and community agencies including the Local Court, Federal Circuits and Family Court of Australia and Women's Domestic Violence Court Advocacy Services	<ul style="list-style-type: none"><li>• Liaison, information and resource sharing, service delivery.</li></ul>
Barristers and private practitioners	<ul style="list-style-type: none"><li>• Instructions in legal matters.</li></ul>

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## Role dimensions

### Decision making

- Determining applications for legal aid under delegated authority and consistent with the Legal Aid Commission Act, policy and guidelines and/or submitting applications for Legal Aid to the Grants Division; including making recommendations about merit and exercising discretion as required, preparing reports for the Legal Aid Review Committee as required and complying with practice standards for case management including performing case related accounting duties.

### Reporting line

Solicitor in Charge

### Direct reports

Legal Officers IV

## Essential requirements

- Legal Qualifications
- Practising Certificate
- Ability to travel to regional and remote areas
- A Working with Children Check is required for some roles within the Family Law Division
- Ability to travel throughout NSW

## 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

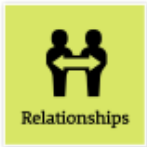
### Focus capabilities

*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
 <p>Personal Attributes</p>	<p><b>Display Resilience and Courage</b></p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b></p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept



### Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



### Manage and Develop People

Engage and motivate staff, and develop capability and potential in others







- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks








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## 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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept

	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
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Advanced
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate