

Role Description

Community Engagement Officer – People Living with a Disability (Respect at Work Legal Service)

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law – (Respect at Work Legal Service)
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	224912
PCAT Code	3119192
Date of Approval	14 June 2023
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.

Legal Aid NSW provides legal advice, information, minor assistance and legal representation in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Legal Aid NSW has received temporary funding for a statewide Respect at Work Legal Service (RAWLS) that will provide advice and representation services to those who have experienced discrimination and/or sexual harassment at work. RAWLS will work closely with service partners in government, the community, justice and health sectors to develop referral pathways and provide community legal education.

Primary purpose of the role

The Community Engagement Officer is responsible for developing and managing stakeholder relationships to improve access to justice for clients living with a disability. Assist in the development and delivery of community legal education (CLE) sessions. Together with other RAWLS team members, provide a holistic legal and non-legal response to the complex needs of our clients.

Key accountabilities

- Make connections and engage with people living with a disability and the community organisations that support them to foster trusted working relationships with the RAWLS team.
- Work with other RAWLS team members to provide a holistic legal and non-legal response to the needs of our clients and to integrate and embed best practice diversity and inclusion principles into the services we design and deliver for clients with a particular focus on clients with a disability
- Develop and maintain effective working relationships with relevant internal and external stakeholders to improve access to justice for people with disability and the communities that support them
- Make connection with the community and act as a conduit between the community and Legal Aid NSW
- Contribute to the development and delivery of CLE sessions.
- Promote Legal Aid NSW and RAWLS through cultural and community events and media.
- Provide clients with referrals to other legal and non-legal organisations where appropriate.

Key challenges

- Engaging with a diverse range of service providers and communities across NSW.
- Providing trauma informed services to clients who have experienced discrimination and/or sexual harassment.

Key relationships

Who	Why
Internal	
Project Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise• Receive direction and instructions• Provide regular updates on key projects, issues and priorities
RAWLS team members	<ul style="list-style-type: none">• Work collaboratively
External	
Community organisations	<ul style="list-style-type: none">• Consultation and liaison• Communication and collaboration
Clients	<ul style="list-style-type: none">• Liaise between Legal Aid solicitors and individual clients.

Role dimensions

Role Description: Community Engagement Officer,
People Living with a Disability (RAWLS)

Decision making

The role operates with a level of autonomy and escalates issues or seeks guidance from the Project Manager, Respect at Work Legal Service.

Reporting line

Project Manager, RAWLS

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of, and experience working with, People living with a Disability across NSW

Essential requirements

You must:

- Be fully vaccinated against COVID-19 prior to commencement in the role
- Hold a current Driver License
- Be able to travel to regional and remote areas
- Be willing to have a criminal record check.
- Working with Children 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
	Display Resilience and Courage	Intermediate

	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
	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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations

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 • Maintain own motivation when tasks become difficult
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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
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
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Results	Intermediate	
Think and Solve Problems		<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
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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
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