

Role Description

Principal Lawyer



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Workers Compensation Commission
Classification/Grade/Band	Legal Officer, Grade VI
ANZSCO Code	271299
PCAT Code	1118192
Date of Approval	October 2016

Primary purpose of the role

Responsible for providing professional legal services to the Commission and its stakeholders on complex and challenging matters, including exercising a full range of legal and statutory decision-making functions of the Registrar under delegation.

Key accountabilities

- Resolve expedited applications for interim payments and workplace injury management disputes, including issuing written decisions, and other statutory decision-making functions
- Work flexibly and collaboratively with internal clients, complete tasks and develop solutions to ensure business objectives are met within legislative frameworks
- Manage the conduct of dispute applications lodged with the Commission to ensure procedural fairness requirements are met
- Identify and report on emerging and significant legal issues that may impact the business or on matters presenting reputational risk to the business
- Provide legal education to the business, other government agencies and external stakeholders; coach and mentor colleagues by sharing expertise and transferring skills to build internal legal capacity
- Collaborate with the business on strategic and operational projects, processes, system review and provide guidance and training materials to ensure compliance

Key challenges

- Maintaining up to date knowledge of relevant legislation and case law and comprehensive understanding of alternative case management practices while understanding and responding to diverse business needs and priorities
- Providing practical and technically sound legal advice given the diverse range of complex technical issues

Key relationships

Who	Why
Internal	
Director Legal Services	<ul style="list-style-type: none">• Assist with the management of case loads• Provide legal advice and documentation as required• Collaborate with or escalate complex legal issues
Work Team	<ul style="list-style-type: none">• Support and mentor team members, share expertise, transfer skills and work collaboratively to contribute to achieving business outcomes• Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice
External	
Clients and key stakeholders	<ul style="list-style-type: none">• Conduct fair, independent and impartial proceedings• Provide advice on evidence and complex legal issues• Develop constructive business alliances

Role Dimensions

Decision Making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

This role requires fair, independent and impartial decision making that is reviewable by appeal to a Presidential member of the Commission or by judicial review to the Supreme Court of NSW.

Reporting Line

This role reports to the Director Legal Services, WCC

Direct Reports

Nil

Budget/ Expenditure

As per Customer Service Delegations

Essential Requirements





- Admission or eligible for admission as a lawyer of the Supreme Court of NSW
- Satisfactory criminal record 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	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Intermediate

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	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act on reported breaches of rules, policies and guidelines
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> 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 Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation