

Role Description

Lived Experience Project Officer, Mental Health Training Project

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	2119192
Date of Approval	12 January 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 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 ill-health 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.

Mental Health Training Project

Legal Aid NSW was granted Commonwealth funding, on behalf of a consortium of Legal Aid Commissions, to lead the development and delivery of national mental health training for the legal assistance sector.

People seeking help from the legal assistance sector often experience mental distress. However, they may not have had a say in shaping the services they use. The legal assistance sector does not have consistent access to training when working with people experiencing mental ill-health, even though this is a common part of the work.

This Project will design training, in partnership with people receiving and delivering legal assistance services. Once developed, the national, compassion-based, trauma-informed mental health training package will be available to Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.

Primary purpose of the role

The Lived Experience Project Officer will develop and deliver training for the legal assistance sector.

This role is an opportunity to ensure that people experiencing mental ill-health and/or risk of suicide receive compassion-based, trauma-informed legal services across the country. This role will be part of the first national co-design project within the legal assistance sector.

Key accountabilities

- Draft mental health training, including online modules, presentation slides, handouts and tip-sheets, etc.
- Work in partnership with mental health, training and research organisations to adapt existing training materials.
- Deliver training effectively to people from a wide range of backgrounds, including from Aboriginal and Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+ communities.
- Build rapport with people from a wide range of backgrounds while delivering training online.
- Support team members with project work, which may include logistical support for meetings, project implementation, working with consultants, etc.
- Provide advice and information to team members on emerging issues that may impact training deliverables.
- Uphold lived experience principles when building relationships, so that the voices of people with lived experience and carers are reflected in the development and delivery of the training.

Key challenges

- Maintaining psychological safety when discussing topics such as trauma and suicide while delivering training online.
- Building positive relationships with a wide range of stakeholders from different states/territories and different professional backgrounds.
- Achieving project deadlines and milestones to the standards and within the timeframes required in a complex national project.

Key relationships

Who	Why
Internal	
Manager, Mental Health Training Project	<ul style="list-style-type: none">• Receive guidance and provide regular updates on project deliverables, issues and priorities.• Provide advice and contribute to decision making.• Identify emerging issues/risks and their implications and propose solutions.
Team Members, Mental Health Training Project	<ul style="list-style-type: none">• Work collaboratively as part of the team.
External	
Legal assistance sector stakeholders	<ul style="list-style-type: none">• Provide training to staff from Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.
Mental health sector stakeholders	<ul style="list-style-type: none">• Partner with organisations with relevant expertise to develop training materials.

Decision making

The role operates with a degree of autonomy with respect to day-to-day work priorities. The role provides advice from a lived experience perspective to the team and seeks guidance, as needed, from the Senior Project Officer and Manager.

Reporting line

Manager, Mental Health Training Project

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Personal/lived experience of mental ill-health and/or mental distress
- Demonstrated commitment to mental health recovery and social and emotional wellbeing philosophy, and knowledge of trauma-informed principles.
- Certificate IV in Workplace Training and Assessment (TAE40110 or TAE40116).
- Certificate IV in Mental Health or Certificate IV in Mental Health Peer Work
- Fully vaccinated against COVID-19, prior to commencement in the role (triple vaccinated)

Desirable requirements


- Demonstrated experience in development and review of training materials for face to face and online training.
- Demonstrated high level written communication skills
- Willingness and ability to travel interstate.
- An understanding of the legal assistance sector.

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	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	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	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
Value Diversity and Inclusion		
Relationships	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Communicate Effectively		
Relationships	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
Commit to Customer Service		

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans