

Role Description

Client Assessment and Referral Consultant

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Client Assessment and Referral service
Location	Central Sydney
Classification/Grade/Band	Clerk grade 6-8
Kind of Employment	Ongoing
ANZSCO Code	272511
PCAT Code	1119192
Date of Approval	15 August 2014
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 21 regional offices in metropolitan and regional centres across NSW 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.

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

Provide clinical expertise to address the sociolegal needs of legally aided clients.

Undertake complex and comprehensive assessments and provide a consultancy role to legal officers regarding the socio-legal needs of clients and prepare detailed reports for solicitors and Courts, making recommendations where appropriate.

Liaise with external providers on a Statewide basis to ensure service provision for legally aided clients.

Key accountabilities

- Provide a professional consultancy service to regional and city based offices on the management of, and service provision to, clients with socio-legal needs.

- Complete the assessment of clients with socio-legal needs and prepare detailed written reports for solicitors, courts and tribunals.
- Provide a leadership role in a specialist area and provide advice and information to staff.
- Plan, manage and complete allocated projects and present regular and ad hoc reports to the Manager on project achievements and issues in regard to service delivery
- Monitor and evaluate the quality of service provision by external providers and recommend intervention when service quality falls
- Contribute actively to strategy, policy and practice development through the making of recommendations for development and the reviewing of drafts.

Key challenges

- completion of reports to a standard acceptable to Courts, with the possibility of cross-examination on the report's contents;
- handling complex and challenging client situations where few precedents exist and/or services are available
- Working in a high volume work environment with strict deadlines and a range of competing demands

Key relationships

Who	Why
Internal	
Solicitors	<ul style="list-style-type: none"> • consulting and assisting in the identification and servicing of clients with socio-legal needs
Colleagues	<ul style="list-style-type: none"> • collaborate to ensure the delivery of high quality client services.
Manager	<ul style="list-style-type: none"> • Provide assistance and receive guidance
External	
statewide and regional government, non-government and private providers	<ul style="list-style-type: none"> • ensure the best outcomes for clients.

Role dimensions

Reporting line

Manager, CARS





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	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
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
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • 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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	<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
Business Enablers Project Management	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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans
