

# Role Description

## Information and Referral Officer

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Family
Location	various
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing and Temporary
ANZSCO Code	
Role Number	various
PCAT Code	
Date of Approval	
Agency Website	<a href="http://www.jobs.nsw.gov.au">www.jobs.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 a number of specialist services. Legal Aid NSW 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, homeless people, Indigenous people and people with mental illness are some 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

Undertake referrals of clients to both legal practitioners and non-legal services including liaison with the Legal Aid NSW Grants Division and the legal practitioners, co-ordination and involvement in the provision of a range of family law services including community legal education and the provision of high level administrative support in relation to Legal Aid NSW data input and proper use of Legal Aid NSW systems, preparation of documents, legal research and the provision of high level assistance to support the work of solicitors in the Family Law Division.

### Key accountabilities

- Undertake referrals to legal practitioners of clients under a grant of legal aid including liaison with the Legal Aid NSW Grants Division and legal practitioners.
- Undertake referrals to non-legal services involved in supporting Legal Aid NSW clients with a range of psycho/social issues.
- Assist in the preparation of community legal education materials including co-ordination of events and provision of services to the community as required.
- Provide high-level clerical, administrative and legal support to solicitors across the Family Law Division to ensure the delivery of appropriate and efficient client services to the maximum extent within available resources;
- Provide accurate data entry in Legal Aid systems.

- Provide effective high level client telephone and written communication.
- Liaise with and communicate information or advice to clients and other stakeholders, including the private profession, court personnel and third parties;
- Liaise with other government, non-Government and community agencies in relation to Legal Aid clients.

### Key challenges

- Deal with clients and third parties who may sometimes be distressed or demanding, both face to face or by telephone while remaining composed and providing sound and logical assistance;
- Managing a high volume workload but undertaking all work in an accurate and competent manner;
- Managing the requirements of Legal Aid NSW with the requests of stakeholders.

### Key relationships

Who	Why
<b>Internal</b>	
Unit solicitors and others	<ul style="list-style-type: none"> <li>• The key relationships are with the Senior Information and Referral Officer (EIU), Solicitor in Charge and solicitors.</li> <li>• The Information and Referral Officer has regular contact with all unit solicitors. They work as part of a team to enable the effective operation of the section including providing administrative support to solicitors. The position holder is also required to liaise with other divisions within Legal Aid NSW, such as Grants, FDR, Family Litigation, WDVCAP, the Strategic Planning and Policy and the Client Assessment and Referral section, when necessary.</li> </ul>
<b>External</b>	
extensive range of people	<ul style="list-style-type: none"> <li>• Externally, the position holder communicates with an extensive range of people, which can be on an on-going basis. The position holder has regular contact with potential clients requiring legal assistance and referral to support services. Clients are from a range of different backgrounds and cultures, including people who may be distressed or drug affected, or who may have a mental illness, intellectual or physical disability or for whom English is not their first language. The majority are socially and economically disadvantaged.</li> <li>• Other external relationships that entail regular communication are with private solicitors, the Courts, justice agencies, government and non-government community services.</li> </ul>

## Role dimensions

### Decision making

Under Supervision

### Reporting line

EIU - Senior Information and Referral Officer.

Domestic Violence Unit – Solicitor in Charge

Reports

None

### Budget/Expenditure

Not relevant

## Essential requirement




Fully vaccinated against COVID-19 prior to commencement

## 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](http://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 position. 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	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	<b>Foundational</b>
	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 <b>Manage Self</b>	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
Relationships <b>Commit to Customer Service</b>	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
Relationship <b>Communicate effectively</b>	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
Results <b>Deliver Results</b>	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when require</li> </ul>
Results <b>Plan and Prioritise</b>	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
Business Enablers <b>Technology</b>	Foundational	<ul style="list-style-type: none"> <li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul>