

Role Description

Director, Domestic and Family Violence



Role Description Fields	Details
Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Family Law (Executive)
Classification/Grade/Band	PSSE Band 1
Senior executive work level standards	Work Contribution Stream: Professional/Specialist
ANZSCO Code	271311
PCAT Code	1228192
Date of Approval	1 November 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. Legal Aid NSW also has specialist services for priority client groups and an extensive outreach program. 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, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people, refugees 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

The Director, Domestic and Family Violence is a member of the Family Law Executive Team. The role provides senior management and leadership of the Legal Aid NSW family law division's domestic violence practice to ensure high quality services are provided to legally aided clients in family law and domestic violence matters and that our services are delivered in an effective and efficient manner across the state.

Key accountabilities

- Provide leadership and expert advice/guidance on issues related to domestic violence to the Family Law Division, including the specialist Domestic Violence Unit, to enable the delivery of high-quality consistent legal services, efficient and effective use of resources and compliance with Legal Aid NSW policies, guidelines, and practice management standards to ensure that both consistent standards of service delivery and the needs of the community are met.

- Manage the provision of high-quality legal advice, minor assistance and representation services in domestic violence matters in accordance with Legal Aid NSW policies and guidelines.
- Drive and oversee the domestic and family violence strategy of the Family Law Division and play a key role in the development and implementation of the Legal Aid NSW domestic and family violence strategy, including recommending and implementing initiatives in policies and service delivery to ensure that Legal Aid NSW's resources are used effectively, that services are provided in metropolitan and regional locations in NSW to meet community need and that appropriate partnerships are developed with other service providers.
- Proactive contribution to coordinate and provide community legal education and training on domestic violence issues.
- Keep abreast of legal developments and community needs related to domestic and family violence through research and liaison with relevant government and community agencies and the private legal profession to assist with the provision of information about legal developments in the area of domestic and family violence and contribute to the initiation, coordination and undertaking of related law and policy reform initiatives.
- Manage the monitoring of service delivery to provide accurate statistical and other information to evaluation the effectiveness and efficiency of domestic violence services, to inform service delivery planning, decision making and to provide authoritative advice to the Executive
- Lead a positive workplace culture that promotes respect, wellbeing, diversity and cultural safety.
- Maintain effective relationships with key stakeholders and keep abreast of legislative and policy changes.

Key challenges

- Provide professional support for high quality and consistent services across the state including in regional areas (including a willingness to travel to those areas) whilst maintaining an effective balance between the senior management of domestic violence services, legal education and policy and law reform work.

Key relationships

Who	Why
Internal	
Executive Director and Deputy Director, Family Law	<ul style="list-style-type: none"> • Escalate issues, keep informed of key risks and projects, seek support and guidance • Provide authoritative advice and expertise on issues affecting clients experiencing domestic and family violence
Family Law Executive	<ul style="list-style-type: none"> • Contribute to the strategic direction and service delivery priorities of the Family Law Division • Provide advice and expertise on issues affecting clients experiencing domestic and family violence
Family Law Division	<ul style="list-style-type: none"> • Provide leadership, direction, guidance and mentoring • Build the capability of staff, particularly senior solicitors • Obtain the team perspective on organisational initiatives and direction • Share information, knowledge and expertise
Domestic Violence Unit Solicitor in Charge	<ul style="list-style-type: none"> • Work in partnership to deliver services • Provide guidance, direction and advice

Who	Why
External	
Legal and non-legal service providers	<ul style="list-style-type: none"> • Work in partnership or collaboration to deliver services • Keep informed of relevant projects and services
Other stakeholders including government	<ul style="list-style-type: none"> • Contribute to law reform, engage in systemic advocacy, develop legal service delivery and contribute to other joint projects

Role dimensions

Decision making

The Associate Director Domestic and Family Violence provides senior leadership and strategic direction to the Family Law Program. The role operates with autonomy for day-to-day work priorities. The Associate Director provides advice, decision making and supervision to solicitors and staff reporting to the role. The role has delegation for certain policy and casework decisions within relevant legislation and guidelines. They can approve expenditure within budget for travel and outreach costs.

Reporting line

Director, Family Law

Direct reports

Legal Officer VI (Solicitor in Charge, Domestic Violence Unit)

Budget/Expenditure

Nil

Key knowledge and experience

- Comprehensive understanding and knowledge of working with clients experiencing or at risk of domestic and family violence.

Essential requirements

- Qualifications to practice as an Australian legal practitioner
- NSW Practising Certificate (unrestricted or eligible for unrestricted practicing certificate)
- Working with Children Check
- Drivers' Licence

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

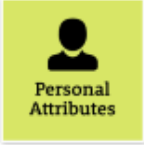

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Take the initiative and act in a decisive way Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation 	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced



Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply the expertise of key individuals to achieve organisational outcomes
- Drive a culture of achievement and acknowledge input from others
- Determine how outcomes will be measured and guide others on evaluation methods
- Investigate and create opportunities to enhance the achievement of organisational objectives
- Make sure others understand that on-time and on-budget results are required and how overall success is defined
- Control business unit output to ensure government outcomes are achieved within budgets
- Progress organisational priorities and ensure that resources are acquired and used effectively

Advanced



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Project Management
Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept



Inspire Direction and Purpose
Communicate goals, priorities and vision, and recognise achievements

- Promote a sense of purpose and enable others to understand the links between government policy, organisational goals and public value
- Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these
- Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes
- Create opportunities for recognising and celebrating high performance at the individual and team level
- Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges

Advanced















Optimise Business Outcomes
Manage people and resources effectively to achieve public value

- Engage in strategic and operational workforce planning that effectively uses organisational resources to achieve business goals
- Resolve any barriers to recruiting and retaining people of diverse cultures, backgrounds and experiences
- Encourage team members to take calculated risks to support innovation and improvement
- Align systems and processes to encourage improved performance and outcomes


Advanced

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept

Legal Professionals Capability Set

Capability Group	Capability Name	Level
	Statutory Interpretation	Level 4
	Legal Research	Level 4
	Legal Advice	Level 4
	Legal Drafting	n/a
	Litigation and Dispute Resolution	n/a
	Prosecution	n/a
	Advocacy	Level 4
	Legislative Development and Drafting	n/a