

Role Description

Paralegal



Role Description Fields	Details
Cluster	Health
Department/Agency	Health Care Complaints Commission
Division/Branch/Unit	Legal Services
Role number	
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	271299
PCAT Code	1118192
Date of Approval	25 July 2022
Agency Website	https://www.hccc.nsw.gov.au/

Agency overview

The Health Care Complaints Commission (HCCC) is an independent statutory body established under the Health Care Complaints Act 1993. The Commission has a unique role and plays a central part in maintaining the integrity of the NSW health system, with the overarching consideration of protecting the health and safety of individuals and the community.

The work of the Commission is a key element of the NSW Government's priority to improve health service delivery in NSW. The Commission's focus is broader than public hospitals – it deals with the full spectrum of health services, including private hospitals, imaging and radiation services, medical centres, general practitioners and all registered and non-registered providers and allied health services.

The Commission is guided by the need for a system of complaints handling which is primarily customer focused, accessible, responsive, transparent and accountable.

Primary purpose of the role

The Paralegal is responsible for providing legal, project and administrative support to the HCCC's Legal Services Division to contribute to and support the efficient and effective delivery of legal services.

Key accountabilities

The Paralegal works under the supervision of Legal Officers and undertakes tasks such as:

- supporting the preparation of briefs for counsel, preparing chronologies, redacting documents, collating large and complex schedules, general correspondence, collation of appeal books, obtaining transcripts and exhibit material and file maintenance
- attending court to instruct Counsel where legal officers are unavailable
- providing support to the Legal Officers including inspecting subpoenaed material and attending on subpoenas and supporting draft responses to summonses served on the Commission

- liaising with and communicating information to witnesses and other stakeholders, including legal practitioners, witness support officers, court staff and members of the public including unrepresented practitioners and vulnerable witnesses
- assistance with legal cost recovery and project work
- contribute to legal research including obtaining and compiling information for review by the Legal team.
- undertake other administrative and research activities (such as assisting with records management and assisting advocates with note taking and other general legal duties) as required.

Key challenges

- Balancing competing demands and ensuring work is performed to a high level and efficiently in high volume environment.
- Liaising effectively with a range of stakeholders and escalating issues to the Legal Officers for resolution.

Key relationships

Internal

Who	Why
Legal Officers	<ul style="list-style-type: none"> • Assists and supports the legal officers in the conduct of matters in which they are instructing or appearing as internal advocates. • Liaises with and discusses matters with legal officers and Legal Managers.
Legal Operations Manager, Legal Services	<ul style="list-style-type: none"> • The Legal Operations Manager allocates work to the Paralegal in consultation with the Legal Managers and provides support, advice, guidance and feedback on the quality of work and services.
Executive Director, Legal Services and Director of Proceedings	<ul style="list-style-type: none"> • Regular contact is also required with the Director of Proceedings to receive instructions and guidance.
Investigation branch	<ul style="list-style-type: none"> • Engages in ongoing and constructive communication with Investigators in the Legal Officer's matters
Clerical Support Officers	<ul style="list-style-type: none"> • The CSO's provide administrative assistance to the Legal Officers in their day to day work and will work closely with the Paralegal.

External

Who	Why
Legal Counsel	<ul style="list-style-type: none"> • Liaises with and occasionally instructs external legal counsel
NCAT, Courts, Solicitors and Barristers. Complaint respondents and experts	<ul style="list-style-type: none"> • Communicates with staff from the various registration authorities, Tribunals, Courts, Local Health Districts, the Ministry of Health, legal and health practitioners and expert report writers.
Witnesses and Witness Support	<ul style="list-style-type: none"> • Communicates with witnesses, including complainants in matters that are the subject of a disciplinary prosecution. • Communicates and liaises with Witness Support Officers
Other NSW Government agencies	<ul style="list-style-type: none"> • Contact may be required with the DPP and the NSW Police Service in relation to other investigations or proceedings

Role dimensions

Decision making

The Paralegal is responsible for managing their own workload and is operates under the guidance of the Legal Officers to ensure timely and effective administrative and legal support for prosecutions and shares accountability for the delivery of legal services. The Paralegal will also assist in project work as required. The Paralegal escalates issues or changes to priorities to the Legal Operations Manager Proceedings for decision making.

Reporting line

This role reports directly to the Legal Operations Manager.

Direct reports

This role has no direct reports

Key knowledge and experience

- Knowledge of the relevant legislation concerning the delivery/provision of health services in NSW, and disciplinary proceedings concerning registered health practitioners, or the ability to quickly acquire same.
- Ability to liaise effectively with government and non-government organisations.

Essential requirements

- Formal legal/paralegal qualifications, or currently undertaking a Law Degree or relevant experience.
- The HCCC has a unique and critical part to play in maintaining the integrity of the NSW health system. As such, it is an essential requirement that all prospective employees are able to carry out their duties in an honest and consistent way, with uncompromising adherence to strong moral and ethical principles and values.

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

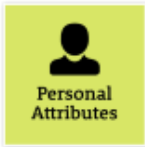
Focus capabilities

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
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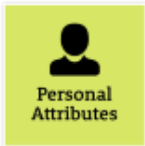


Act with Integrity

Be ethical and professional, and uphold and promote the public sector values

- Represent the organisation in an honest, ethical and professional way
- Support a culture of integrity and professionalism
- Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
- Recognise and report misconduct and illegal and inappropriate behaviour
- Report and manage apparent conflicts of interest and encourage others to do so

Intermediate

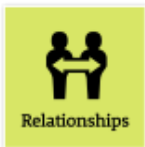


Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Adapt existing skills to new situations
- Show commitment to achieving work goals
- Show awareness of own strengths and areas for growth, and develop and apply new skills
- Seek feedback from colleagues and stakeholders
- Stay motivated when tasks become difficult

Intermediate

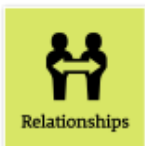


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate



Work Collaboratively

Collaborate with others and value their contribution

- Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- Respond to others who need clarification or guidance on the job
- Step in to help others when workloads are high
- Keep the team and supervisor informed of work tasks
- Use appropriate approaches, including digital technologies, to share information and collaborate with others

Foundational



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and 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 affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness





- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies







Intermediate

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational