

Role Description

Training and Education Officer (Family Admin)

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Family Executive Team
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role Number	51002207
ANZSCO Code	521111
PCAT Code	1228392
Date of Approval	27/02/2024
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 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 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

The position is responsible for the provision of training to the administrative staff of the Family Law Division plus update and maintain the Family Law Division's Legal Client and Support Officer manual and training resources.

Key Accountabilities

- Deliver training to the administrative staff of the Family Law Division in accordance with Legal Aid NSW policies, practices, relevant plans, and legislation. Delivery may be both face to face and/or online learning components.
- Maintain awareness and understanding of changes to policies and procedures and implement appropriate training regarding these changes.
- Consult with the Family Executive training team in the planning, implementation and evaluation of learning events including identifying and recommending areas of improvement.
- Keep abreast of the technical developments in the content and delivery of training, to maximise improvements.

- Design learning events and develop associated training packages.
- Act as the Family Executive team representative at any meetings or focus groups with client business units as may be required.

Key Challenges

- Proactively working with administrative staff to develop effective and accessible training services.
- Understanding the practices and procedures of the Family Law Division and being able to identify the most effective training solutions.
- Providing effective training to administrative staff with a diverse range of experience and skill in using information technology systems.

Key Relationships

Who	Why
Internal	
Family Law Division - All levels	<ul style="list-style-type: none"> • Establish communication levels and provide presentations/facilitate training to ensure stakeholder needs are met and satisfied.
Administrative staff	<ul style="list-style-type: none"> • Ensure training meets the needs of the business.

Role Dimensions

Decision making

This role works with a level of autonomy and escalates issues to the Executive Assistant and Project Officer.

Reporting line

Executive Assistant and Project Officer, Family Executive Team

Direct reports

Nil

Budget/Expenditure

Nil

Essential Requirements

Nil





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	Foundational
 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	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Adept
	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 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. Seek and respond positively to constructive feedback and guidance. Demonstrate a high level of personal motivation.
Relationships Communicate Effectively	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.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the Family Law Division. • Demonstrate a thorough knowledge of the services provided and relay to customers. • Identify and respond quickly to customer needs. • Consider customer service requirements and develop solutions to meet needs. • Resolve complex customer issues and needs. • Co-operate across work areas to improve outcomes for customers.
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes, and standards. • Take the initiative to progress and deliver own and team/unit work. • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals. • Seek and apply specialist advice when required.
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.
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate technology for assigned tasks. • Identify opportunities to use a broad range of communications technologies to deliver effective messages. • Understand, act on, and monitor compliance with information and communications security and use policies. • Support compliance with the records, information, and knowledge management requirements of the organisation.