

Role Description

Senior Case Worker

High Risk Offender Unit/Commonwealth Crime Unit

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Criminal Law
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	272511
PCAT Code	1119192
Date of Approval	August 2022
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 Burke 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, Aboriginal and Torres Strait Islander 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.

The High Risk Offender (HRO) Unit comprises a multi-disciplinary team providing specialist advice, assistance and representation services to offenders in proceedings for post-sentence detention or supervision orders under the Crimes (High Risk Offenders) Act 2006, Terrorism (High Risk Offenders) Act 2017 and the Criminal Code (Cth).

The Commonwealth Crime Unit (CCU) is a specialist unit in the Criminal Law Division providing representation to persons charged with offences under Commonwealth laws, as well as assistance to offenders seeking parole.

Primary purpose of the role

To provide case management to HRO Unit and CCU clients with complex social and legal needs including referral assistance, comprehensive assessments, support to comply with the court orders and to access

other services to address psychosocial needs. The role will work collaboratively with HRO Unit lawyers and support staff to assist and support clients who are subject to applications to the Supreme Court for continuing detention or extended supervision orders or who have been placed on such orders.

Key accountabilities

- Provide trauma informed individual case management support and advocacy to HRO/CCU clients who have complex psychosocial and legal needs. Clients will need support on a broad range of issues including mental health, cognitive disabilities, NDIS referrals and advocacy, drug and alcohol issues, trauma, employment, housing and connection to culture for indigenous clients.
- Work collaboratively with the HRO Unit/CCU, crime and civil law sections of Legal Aid as well as external service providers including NDIS, local community mental health treatment teams and post-custody support services, with a primary focus on strong advocacy to ensure effective and appropriate delivery of services and case management.
- Provide comprehensive psychosocial assessments and support for HRO/CCU clients who are in custody prior to release or in the community under extended supervision orders or parole, including reviewing Court documents including psychosocial background material, psychiatric and psychological risk assessment, and case management reports to support case planning, referrals and advocacy.
- Provide expert testimony concerning client's case management outcomes to Court.
- Build client understanding and provide information and clear communication to clients about their options.
- Plan, manage and complete allocated projects and present regular ad hoc reports to the HRO and CCU teams, Manager Allied Professional Services on project achievements and issues concerning APS service delivery.
- Provide expertise and leadership in the role in the allied services area, including information and advice to staff, APS colleagues and students.
- Maintain accurate records to ensure client information is up to date and supports effective case management and reporting requirements.

Key challenges

- Working with vulnerable clients with complex needs, including those in custody and on strict Supreme Court supervision orders and where ultimate decision-making on client outcomes may lie with Correctives Services NSW.
- Providing case management in a legal setting with a high-volume work environment with strict deadlines and a range of competing demands.

Key relationships

Who	Why
Internal	
Solicitor in Charge, CCU	<ul style="list-style-type: none">Operational supervisionEscalate issues, keep informed, advise and receive instructions
HRO Unit lawyers, CCU lawyers	<ul style="list-style-type: none">Referral of clientsWork collaboratively with clients to resolve civil law issuesReceive and provide advice on progress of cases
Team Leader Allied Professional Services Client Assessment and Referral	<ul style="list-style-type: none">Professional supervision
APS	<ul style="list-style-type: none">Peer support, sharing of expertise, professional training and development
External	
Government and non-government agencies	<ul style="list-style-type: none">Work collaboratively to provide services to HRO clientsReferral of clients to services to support rehabilitation
HRO Participants, CCU clients	<ul style="list-style-type: none">Develop and maintain rapport to assist HRO/CCU clients to comply with their Supreme Court or parole orders and foster rehabilitation and reintegration into the community

Role dimensions

Decision making

The role operates with autonomy in respect of day-to-day priorities and the co-ordination of work and resources of the team to meet service levels

Reporting line

Solicitor in Charge, CCU

Team Leader Client Assessment and Referral

Direct Reports

Nil

Budget/Expenditure

Nil

Essential requirements





- 5 years minimum relevant experience
- Four- year Bachelor Degree in: Social Work, Psychology or directly relevant other degree OR Bachelor plus Masters degree in Social Work, Psychology or directly relevant other degree
- Professional registration
- Fully vaccinated against COVID-19 prior to commencing in role

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	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Business Enablers	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 People Management	Finance	Foundational
	Technology	Intermediate
	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 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Keep control of own emotions and stay calm under pressure and in challenging situations Support a culture of quality customer service in the organisation 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
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects

