

Role Description

Solicitor in Charge VI (Regional)



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	All Practice Areas
Classification/Grade/Band	Legal Officer Grade VI
ANZCO Code	271311
PCAT Code	1118192
Date of Approval	21 November 2019 (reviewed March 2021)
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 25 regional offices in metropolitan and regional centres across NSW 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, 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 information, legal advice, 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

Lead and manage the day to day activities of the Regional Office to ensure the efficient and effective use of resources and delivery of high quality services that meet the needs of clients and the community.

Develop key relationships with internal and external stakeholders including the private profession, legal assistance providers and the courts. Conduct a legal practice as other priorities permit.

Key accountabilities

- Provide leadership, management and expert advice/guidance to lawyers and administration staff to ensure the delivery of high quality, efficient and effective legal services that comply with Legal Aid NSW policies, guidelines and practice management standards and are in accordance with the strategic direction of the organisation.
- Develop, implement and maintain stakeholder engagement and high-quality client service delivery.
- Conduct regional service planning, in consultation with relevant stakeholders, including practice areas.

- Represent the Regional Office and Legal Aid NSW in the local community and within the local legal profession.
- Manage organisational and cultural change and ensure effective communication within the office so all staff are aware of key corporate requirements and priorities, reforms and initiatives.
- Contribute to the professional development of staff through supervision, guidance, mentoring and training to ensure a highly capable workforce.
- Monitor service and other statistical data to evaluate office efficiency and productivity.
- Ensure a positive workplace culture that promotes respect, wellbeing, diversity and inclusion.

Key challenges

- Managing workload to maintain an effective balance between primary leadership role and conducting a practice.
- Managing a diverse workforce in a high-volume environment to deliver high quality and efficient legal and allied services within resource and service delivery constraints.

Key relationships

Who	Why
Internal	
Office Manager	<ul style="list-style-type: none"> • Day to day management of office
Regional Program Coordinators	<ul style="list-style-type: none"> • Co-ordination of solicitors in a regional office
Practice Directors	<ul style="list-style-type: none"> • Escalate practice issues, seek support and guidance
Cluster Director	<ul style="list-style-type: none"> • Operational and corporate services matters
External	
Local private legal profession	<ul style="list-style-type: none"> • Assignment of legal matters and relationship management
Regional justice agencies and local judiciary	<ul style="list-style-type: none"> • Develop key relationships and partnerships with legal community
Community stakeholders	<ul style="list-style-type: none"> • Develop relationships to support service delivery and referrals

Role dimensions

Decision making

The role operates with autonomy in respect of day to day priorities and the coordination of work and resources of the team to meet service levels, and provides advice and decision making to legal officers reporting to the position.

Reporting line

Director responsible for the office

Professional: Practice Director

Direct reports

Office Manager; Practice Managers

Budget/Expenditure

Regional office budget

Essential requirements

Qualifications to practice as an Australian legal practitioner

Practising Certificate

Current driver's licence

Working with Children Check

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

This role also utilises an [occupation specific capability set](#).

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	Advanced
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Legal Professionals Capability Set

Capability Group	Capability Name	Level
 Legal	Statutory Interpretation	Level 2
	Legal Research	Level 2
	Legal Advice	Level 3
	Legal Drafting	Level 2
	Litigation and Dispute Resolution	Level 3
	Advocacy	Level 3

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 Act with Integrity	Advanced	<ul style="list-style-type: none"> • Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Personal Attributes Manage Self	Advanced	<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 • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
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 Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • 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
Business Enablers	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Technology		<ul style="list-style-type: none"> • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Manage Reform and Change	Adept	<ul style="list-style-type: none"> • Actively promote change processes to staff and participate in the communication of change initiatives across the organisation • Provide guidance, coaching and direction to others managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these