

Role Description

FDR Team Leader

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| Cluster | Stronger Communities |
| Agency | Legal Aid NSW |
| Division/Branch/Unit | Family Law |
| Classification/Grade/Band | Clerk grade 5/6 |
| ANZSCO Code | 531111 |
| PCAT Code | 1119192 |
| Date of Approval | 01 December 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 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

Supervise, lead, guide, develop, train, and monitor an FDR team of Mediation Organisers in the delivery of high quality, client-focused mediation services in accordance with Legal Aid NSW policy and budget requirements.

Manage operational HR matters (leave, performance, recruitment etc).

Assess, Administer, and organise mediation services as required in Family Law, Care and Protection, Property matters, and other areas as identified within policy, guidelines, and delegations.

Contribute to the development of systems and practices for Legal Aid FDR; and manage the development and allocation of services for the work of the team based on operational experience, and contacts with internal and external stakeholders.

Key accountabilities

- Work closely with FDR Management to supervise the team in accordance with Corporate and Divisional strategic plans, the FDR Business Plan, organisational objectives, budget and agreed staffing levels.
- Organise and manage effective, efficient, and timely DR mediations, under the family law and other relevant mediation programs, in accordance with the policies and objectives of the

Dispute Resolution Unit (FDR) at Legal Aid NSW, and other relevant Government and legal guidelines

- Train and manage the Mediation Organisers in the team, including supervising allocation of files, ensuring the evenness of workflow, dealing with queries about complex matters or procedures, and monitoring matters for consistent and efficient Administrative procedure.
- Identify considerations such as needs of parties through the review of case documents and communication with parties and their lawyers.
- Supervise the team in the consistent process of mediation matters across FDR programs and projects in accordance with policies, guidelines and delegations; and advise and liaise as required with clients and/or their representatives in a timely and appropriate manner about the status and progress of their mediation, and any related concerns.
- Manage and support the team in their use of technology across a variety of systems and applications; in the office and working in other locations or remotely.
- Assist Legal Aid FDR in the development, improvement and application of policies, guidelines, and practices to enhance services to clients, practitioners, and stakeholders in enabling mediations to be conducted in a timely and effective manner.

Key challenges

- Achieving consistent and strong levels of performance within the team and ensuring excellence in customer service in a high-volume work environment.
- Making sound judgements and sustainable decisions on the conduct of mediations across FDR programs, including in matters where issues are more complex; and managing client and stakeholder enquiries, expectations, and concerns about their mediation.
- Balancing a team leadership role effectively with the needs of the Unit, the Family Law Division, and the organisation.

Key relationships

| Who | Why |
|-------------------------|--|
| Internal | |
| Manager, FDR | Leadership and guidance |
| Grants | Liaise about grants of legal aid for mediation |
| Mediation Organisers | Daily supervision |
| Administrative Officers | Daily supervision |
| DR Lawyer/Mediators | Interpretation and application of policies and guidelines Consultation on complex matters |
| In-house practice | Legal practitioners and mediators representing clients and undertaking mediation |

External

Private Practitioners and Mediators Representing clients and undertaking mediations

FDR Mediator Panels Conducting mediations

Role dimensions

Decision making

The role operates with some autonomy in respect of day to day priorities and takes direction and seeks support from the FDR Lawyer/Mediators and Operations Administrator, as well as the FDR Manager.

Reporting line

Manager, DR – with day to day reporting through Operations Administrator.

Direct reports

Mediation Organisers, Clerk Grade 3/4

ASOs, clerk grade 1/2

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 |
|---|--------------------------------|--------------|
|  | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Adept |
| | Manage Self | Adept |
| | Value Diversity | Intermediate |
| | Communicate Effectively | Intermediate |



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|-----------------------------------|---------------------|
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Intermediate |



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|---------------------------------|---------------------|
| Deliver Results | Intermediate |
| Plan and Prioritise | Intermediate |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Intermediate |



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|-------------------------------------|---------------------|
| Finance | Foundational |
| Technology | Intermediate |
| Procurement and Contract Management | Foundational |
| Project Management | Foundational |



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|----------------------------------|---------------------|
| Manage and Develop People | Intermediate |
| Inspire Direction and Purpose | Foundational |
| Optimise Business Outcomes | Intermediate |
| Manage Reform and Change | 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 Adept Act with Integrity | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical, and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate |

NSW Public Sector Capability Framework

| Group and Capability Level | Behavioural Indicators |
|----------------------------|---|
| | <ul style="list-style-type: none"> • Act to prevent and report misconduct, illegal and inappropriate behaviour |

| | | |
|---|--------------|---|
| Relationships Commit to Customer Service | Intermediate | <ul style="list-style-type: none"> • 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 |
| Results Think and Problem Solve | Intermediate | <ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit |
| Business Enablers Technology | Intermediate | <ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • 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 | Intermediate | <ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring |

NSW Public Sector Capability Framework

Group and Capability Level

Behavioural Indicators

- Recognise performance issues that need to be addressed and work towards resolution of issues