

Role Description

Legal Practice Support Clerk

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Family Law
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 3/4
Role Number	
ANZSCO Code	
PCAT Code	
Date of Approval	27 April 2017
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 26 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

Undertake high level administration and some file work on a range of family law matters including: brief preparation for counsel, briefing letters to experts, administration of subpoena and material produced, preparation and co-ordination of a range of family law documents, legal research and the provision of high level assistance in offices across the State.

Key accountabilities

- Provide high-level clerical, administrative and legal support to solicitors across the Family Law Division to ensure the delivery of appropriate and efficient client services to the maximum extent within available resources;
- Undertake tasks under the supervision of solicitors including: obtaining transcripts and exhibit material, preparation of briefs for counsel, administration of subpoena, collation of appeal books, legal research and file maintenance;
- Attend court to file documents on short notice and inspect subpoena material as required;
- Liaise with and communicate information or advice to clients and other stakeholders, including the private profession, court personnel, counsel and third parties;
- Liaise with other government, non-Government and community agencies in relation to Legal Aid clients.

Key challenges

- Work closely with Family Law Division legal officers to ensure the provision of quality services to clients.
- Deal with clients and third parties, sometimes who are aggressive or distressed, both face to face or by telephone remaining composed while providing sound and logical assistance;
- Manage a diverse and demanding workload;
- Managing a high volume workload but undertaking all work in an accurate and competent manner;
- Obtaining material required for case preparation in an expeditious manner

Key relationships

Who	Why
Internal	
Senior Solicitor, Grade VI or other designated Senior Solicitor	
External	
Nil	

Role dimensions

Decision making

Under supervision

Reporting line





You will report to the senior solicitor in the assigned legal practice area.

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Intermediate	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
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 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 require
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	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology