

# Role Description

## Senior Policy and Project Officer

### Community Legal Centres Program

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Executive
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	February 2021
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### 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, 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 Senior Project Officer provides high-level advice and support to the Manager, CLC Program and Community Legal Centres in New South Wales with a particular emphasis on program co-ordination and policy development to align to the National Legal Assistance Partnership (NLAP) and other jurisdictional initiatives.

### Key accountabilities

- Provide confidential and high-level executive support to the Manager, CLC Program by reviewing current practices and procedures to identify and implement changes that are required to meet NLAP and associated jurisdictional requirements. This requires exercising initiative to progress priority issues as necessary; preparing correspondence, tracking and following up correspondence and confidential matters between the unit and other government and external organisations; and preparing high level reports.
- Assist the Manager, CLC Program to implement, manage, monitor and review outcomes from the Service Agreements and associated policies for CLCs in New South Wales.

- Maintain accurate financial records in relation to the CLC Program funding and work with the Manager, CLC Program to ensure acquittal of funds in accordance with Service Agreements and relevant legislation.
- Undertake audits of and liaising with CLCs to ensure that they meet the requirements of the Service Agreements.
- Represent the Agency at external meetings and forums and contribute to CLC-sector reforms and projects.
- Contribute to evidence-based project planning, development, implementation and maintenance of monitoring and evaluation frameworks for management of the CLC Program and provide high level advice on CLC Program policies and strategies including detailed briefing notes, ministerial correspondence and correspondence with the sector.
- Participate in consultation and negotiations with the peak bodies representing the CLC sector in order to implement strategic planning objectives and policy reform in line with NLAP.
- Provide leadership and support to the Children's Court Assistance Scheme (CCAS), Aboriginal Legal Access Program (ALAP) and Court Support Scheme (CSS).

## Key challenges

- Implementing strategic plans, policy reforms and new reporting benchmarks with projected reduction in funding and limit to the capacity to allocate resources.
- Providing high level advice on politically sensitive issues within tight timeframes.
- Communicating with a range of stakeholders including non-government organisations and senior representatives of government agencies using a diversity of communication channels and styles.

## Key relationships

Who	Why
<b>Internal</b>	
Manager, CLC Program Unit	<ul style="list-style-type: none"> <li>• Direction and advice to plan work and projects</li> </ul>
Team Members, CLC Program Unit	<ul style="list-style-type: none"> <li>• Work collaboratively as part of the team and provide support and supervision where required</li> </ul>
Legal Aid NSW	<ul style="list-style-type: none"> <li>• Facilitate joint service delivery initiatives with centres and Legal Aid NSW</li> <li>• Work closely with Corporate Services to ensure highest level of compliance and service delivery is continuously achieved</li> </ul>
<b>External</b>	
CLCNSW and CLCs Australia	<ul style="list-style-type: none"> <li>• Consult and advise on policy issues affecting the CLC program</li> </ul>
Department of Communities and Justice	<ul style="list-style-type: none"> <li>• Provide advice on policy issues related to CLC Program regarding NLAP</li> </ul>
Commonwealth Attorney-General's Department	<ul style="list-style-type: none"> <li>• Provide advice on policy issues affecting the CLC program compliance with NLAP</li> </ul>
Non-Government Organisations including CLCs and any other funded services	<ul style="list-style-type: none"> <li>• Provide guidance to support compliance with service agreement and other program guidelines</li> </ul>

Who	Why
Other State Program Managers	<ul style="list-style-type: none"> <li>Discuss policy and operational issues relating to the CLC program</li> </ul>

## Role dimensions

The role operates with autonomy in relation to day to day priorities and the coordination of work and resources. The role provides advice to key stakeholders and escalates issues to the Manager CLC Program.

## Reporting line

Manager, CLC Program

## Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements

Experience and knowledge of the work and role of Community Legal Centres within the broader legal assistance sector and experience in the monitoring, assessing and management of providers against service agreements, service standards and associated policies.

Ability to travel throughout the state to rural, regional and remote (RRR) areas.





## 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](http://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
 <b>Personal Attributes</b>	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 <b>Results</b>	Deliver Results	Adept
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Advanced</b>

### 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
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>Implement effective stakeholder engagement and communications strategy for all stages of projects</li> <li>Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Develop effective strategies to remedy variances from project plans, and minimise impacts</li><li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals</li></ul>

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