

Role Description

Mediation Organiser

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Family Law
Classification/Grade/Band	Clerk Grade 3/4
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

The Mediation Organiser co-ordinates, organises and promotes mediations, in accordance with Legal Aid NSW policies, guidelines and procedures to provide mediation services as an alternative method of dispute resolution.

Key accountabilities

- Assess cases to determine suitability of mediation in accordance with FDRS policies, guidelines and procedures
- Organise mediations under the Family Dispute Resolution Service
- Advise all parties about the mediation process, procedures and possible outcomes and negotiate effectively with any difficulties experienced in bringing parties together for mediation
- Coordinate with the FDR Bookings Team to organise suitable mediators in accordance with identified special needs of the parties
- Organise and confirm details of mediation with all participants
- Utilise the Legal Aid NSW electronic case management/tracking system and database including entering data in accordance with the standards and requirements of the systems. Prepare required documentation and maintain appropriate records.

- Promote Legal Aid mediation services as an alternative method of dispute resolution among Legal Aid NSW staff, clients, solicitors and the community.

Key challenges

- Maintaining a large practice load and daily work allocation, and effectively manage competing priorities, including extensive consultation and negotiation within limited time frames.
- Understanding and interpret complex legal terminology and documentation, such as court orders and domestic violence orders, as part of assessing suitability for mediation
- Communicating with a wide range of people in a highly stressful situation, including those from ATSI communities, people in crisis, people with a physical or intellectual disability or mental illness, people from non-English speaking backgrounds, or people who have problem behaviours such as drug or alcohol addictions.

Key relationships

Who	Why
Internal	
Team Leader (FDR)	Review and manage cases.
FDR Operations Administrator	Responsibility for work processes
FDR FDRPs	Professional guidance and exercise of discretion
FDR Manager	Leadership and overall responsibility
Legal Aid NSW solicitors	Consult and liaise with Legal Aid NSW solicitors who act for parties or children involved in the dispute
Grants Division	Consultation
External	
Clients and Solicitors	Arrange for mediations
Family Dispute Resolution Practitioners (FDRPs),	Negotiate and arrange mediations

Role dimensions

Decision making

Works with some level of autonomy. Receives direction and work allocation from the Team Leader.

Reporting line

Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Reporting line

Team Leader

Essential requirements





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	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	Intermediate
	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 Maintain own motivation when tasks become difficult
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 required
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Demonstrate a sound familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand and acknowledge the importance of data, information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology