

Role Description

Manager, Stakeholders Disability

Royal Commission Legal Service

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Executive Unit
Classification/Grade/Band	Clerk Grade 9/10
ANZCO Code	531111
PCAT Code	1224992
Date of Approval	11 November 2019
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.

LANSW is an Equal Opportunity Employer and is committed to promoting a diverse and inclusive workforce. We encourage people from culturally diverse backgrounds, including Aboriginal and Torres Strait Islander people, to apply for positions within our organization. We will make reasonable adjustment where possible for people with disabilities.

The Disability Royal Commission Legal Services (DRCLS) has been established to assist people to engage with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Royal Commission). It will provide legal advice, information and assistance to members of the public wanting to engage with the Royal Commission. It will be an independent, trauma-informed and culturally safe service delivered nationally using best practice standards and a human rights approach. It will work in partnership with NATSILS and collaborate and consult with key stakeholders including peak organizations representing people with disabilities and community legal centres.

The DRCLS is a project of National Legal Aid (NLA) and established based on a consortium of Legal Aid Commissions in all States and Territories. It incorporates a central coordinating team and legal advisory team, both of which are based in Legal Aid NSW; and a National Helpline based in Legal Aid Queensland.

Primary purpose of the role

Manage key partnership and stakeholder relationships on behalf of the Disability Royal Commission Legal Service (DRCLS).

Key accountabilities

- Work closely with stakeholders to understand their service model and the outcomes they seek to achieve particularly in relation to the Royal Commission.
- Assist in developing resources to assist stakeholders work the DRCLS.
- Identify and establish processes to share information between the DRCLS and key stakeholders.
- Build and maintain engagement with key stakeholders in the disability and legal services sector.
- Manage advisory groups and other consultative processes.
- Attend and contribute to networks, events and forums.
- Other duties as required.

Key challenges

- Manage complex relationships across the disability and legal services sector and with key areas within the Royal Commission
- Identify areas of strategic importance in the context of relationships with key stakeholders and partners.
- Maintain effective relationships with relevant Commonwealth Departments, NLA, Legal Aid Commissions, NATSILS and other key stakeholders.

Key relationships

Who	Why
Internal	
Director DRCLS	<ul style="list-style-type: none">• Advice and guidance
DRCLS staff	<ul style="list-style-type: none">• Provide leadership, advice and guidance
External	
NLA	<ul style="list-style-type: none">• Governance, advice and accountability
Key stakeholders	<ul style="list-style-type: none">• Liaison, consultation and collaboration

Role dimensions

Decision making

The role operates with autonomy in respect to their day to day work priorities and the coordination of work and resources to meet delivery objectives. The role provides advice on complex matters to key stakeholders, staff and colleagues, and exercises discretion and judgement.

Reporting line

Director DRCLS

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Relevant Qualifications






A comprehensive knowledge and understanding of the Disability Sector

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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 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	Foundational
	Inspire Direction and Purpose	Advanced
	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none">• Promote a sense of purpose and enable others to understand the links between government policy and organisational goals• Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them• Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes• Create opportunities for recognising and celebrating high performance at the individual and team level• Work to remove barriers to achievement of goals