# Role Description

# Senior Case Worker, Disability Legal Support Service (Civil)

| Role Description Fields | Details |
|---|---|
| Cluster | Stronger Communities |
| Department/Agency | Legal Aid NSW |
| Division/Branch/Unit | Civil Law (Disability Legal Support Services) |
| Classification/Grade/Band | Clerk Grade 7/8 |
| ANZSCO Code | 272511 |
| PCAT Code | 1119192 |
| Date of Approval | 19 September 2024 |
| 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 including the two satellite offices located at Walgett and Bourke 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 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.

### The Disability Legal Support Service

The Disability Legal Support Service is a multi-disciplinary team in the Civil Law Division of Legal Aid NSW that provides accessible services to people with disability, their families and carers.

## Primary purpose of the role

Provide case work support to clients with complex socio-legal needs who are living with disability, including their families and carers. Provide a leadership role to junior caseworkers and expert advice to solicitors regarding the psychosocial needs of clients.

## Key accountabilities

- Work collaboratively with solicitors and allied professional staff to provide accessible and trauma informed services and support to people with disability.
- Provide a professional casework service, including the preparation of comprehensive case management plans, to facilitate positive client outcomes whilst working in accordance with the National Standards for Disability Services.

- Undertake comprehensive psychosocial assessments and prepare detailed written reports for use in various forums, including Courts and Tribunals.
- Maintain accurate records, data collection and information to ensure client information is up to date and available in accordance with policies and procedures.
- Support and mentorship to caseworkers within the service.
- Provide a leadership role in the service and expert advice to solicitors regarding the psychosocial needs for clients.
- Develop and maintain networks and relationships with key stakeholders to facilitate specialised referrals for clients.
- Contribute actively to strategy, policy and practice development.

## Key challenges

- Handling complex and challenging client situations in a culturally appropriate and trauma informed manner where few precedents exist and/or services are available.
- Working in a high-volume work environment with a range of competing demands and often with strict deadlines.

## Key relationships

### Internal

| Who | Why |
|---|---|
| Team Leader Allied Professional Services | • Provide professional supervision |
| Disability Legal Support Service Senior Solicitor | • Report on day-to-day activities and client matters<br>• Receive and provide advice on progress of cases<br>• Provide information and expert advice<br>• Receive guidance and support |
| Team members | • Work collaboratively to provide high-quality client services and a holistic legal and non-legal response to client's complex needs |
| Allied Professional Practice Group | • Peer support, sharing of expertise, professional training and development |

### External

| Who | Why |
|---|---|
| Service providers, community-based organisations, peak bodies and non- government agencies | • Establish and foster effective relationships to facilitate client service provision and specialised referrals |
| Clients | • Work in partnership to assist them to resolve legal issues |

## Role dimensions

### Decision making

The role operates within a collaborative team approach. The role operates with autonomy in respect of day-to-day priorities and seeks guidance from and escalates issues to the Allied Professional Services Team Leader and Disability Legal Support Service Senior Solicitor.

### Reporting line

Disability Support Service Managing Solicitor

### Direct reports

Nil but the role acts as a mentor to other caseworkers

### Budget/Expenditure

Nil

## Key knowledge and experience

- Lived experience as someone living with disability.

## Essential requirements

- 5 years minimum relevant experience
- Four-year Bachelor Degree or other equivalent qualification in Social Work, Psychology or other directly relevant field OR a Bachelor Degree plus a Masters degree or other equivalent qualification in Social Work, Psychology or other directly relevant field
- Hold or be eligible for professional registration
- Hold a valid Driver Licence
- Be able to travel to regional and remote areas
- Be willing to do a Criminal Record Check
- Hold, or be able to obtain, a current Working with Children Check
- Experience in working with people living with disability

## Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|---|
| Personal Attributes | **Display Resilience and Courage**<br>Be open and honest, prepared to express your views, and willing to accept and commit to change | • Be flexible, show initiative and respond quickly when situations change<br>• Give frank and honest feedback and advice<br>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately<br>• Raise and work through challenging issues and seek alternatives<br>• Remain composed and calm under pressure and in challenging situations | Adept |
| Personal Attributes | **Manage Self**<br>Show drive and motivation, an ability to self-reflect and a commitment to learning | • Adapt existing skills to new situations<br>• Show commitment to achieving work goals<br>• Show awareness of own strengths and areas for growth, and develop and apply new skills<br>• Seek feedback from colleagues and stakeholders<br>• Stay motivated when tasks become difficult | Intermediate |
| Relationships | **Communicate Effectively**<br>Communicate clearly, actively listen to others, and respond with understanding and respect | • Tailor communication to diverse audiences<br>• Clearly explain complex concepts and arguments to individuals and groups<br>• Create opportunities for others to be heard, listen attentively and encourage them to express their views<br>• Share information across teams and units to enable informed decision making<br>• Write fluently in plain English and in a range of styles and formats<br>• Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| Relationships | **Work Collaboratively**<br>Collaborate with others and value their contribution | • Encourage a culture that recognises the value of collaboration<br>• Build cooperation and overcome barriers to information sharing and communication across teams and units<br>• Share lessons learned across teams and units<br>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work<br>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |

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|---|---|---|---|
| Results | **Plan and Prioritise**<br>Plan to achieve priority outcomes and respond flexibly to changing circumstances | • Understand the team and unit objectives and align operational activities accordingly<br>• Initiate and develop team goals and plans, and use feedback to inform future planning<br>• Respond proactively to changing circumstances and adjust plans and schedules when necessary<br>• Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals<br>• Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
| Business Enablers | **Technology**<br>Understand and use available technologies to maximise efficiencies and effectiveness | • Display familiarity and confidence when applying technology used in role<br>• Comply with records, communication and document control policies<br>• Comply with policies on the acceptable use of technology, including cyber security | Foundational |
| People Management | **Manage and Develop People**<br>Engage and motivate staff, and develop capability and potential in others | • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks<br>• Look for ways to develop team capability and recognise and develop individual potential<br>• Be constructive and build on strengths by giving timely and actionable feedback<br>• Identify and act on opportunities to provide coaching and mentoring<br>• Recognise performance issues that need to be addressed and work towards resolving issues<br>• Effectively support and manage team members who are working flexibly and in various locations<br>• Create a safe environment where team members' diverse backgrounds and cultures are considered and respected<br>• Consider feedback on own management style and reflect on potential areas to improve | Intermediate |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

| Capability group/sets | Capability name | Description | Level |
|---|---|---|---|
| Personal Attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Personal Attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Business Enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Business Enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |
| People Management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| People Management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| People Management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |