

# Role Description

## Aboriginal Project Officer, WDVCAP



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch	WDVCAP Unit
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	30 May 2023
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 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, 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 information, legal advice, 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.

Legal Aid NSW administers NSW Government funding for Women's Domestic Violence Court Advocacy Services (WDVCASs) through the Women's Domestic Violence Court Advocacy Program (WDVCAP) Unit. WDVCASs provide women experiencing domestic and family violence with information, referrals, safety planning, court advocacy and case management.

Legal Aid NSW is committed to providing culturally safe workplaces, actively engaging in culturally safe practices and to delivering culturally safe services to Aboriginal people and communities. Legal Aid NSW strives to be an organisation where Aboriginal people want to work, where we value Aboriginal voices and culture, and we take a zero-tolerance stance on racism and discrimination.

### Primary purpose of the role

Provide support to the Senior Project Officer and Manager, WDVCAP Unit, in relation to WDVCASs, particularly regarding service delivery for Aboriginal women.

## Key accountabilities

- Assist the Senior Project Officer and Manager, WDVCAP Unit, in the effective management of WDVCASs.
- Assist with WDVCAS policy development to ensure culturally safe and effective service delivery for Aboriginal clients.
- Assist with WDVCAP Unit projects as needed.
- Prepare correspondence, reports and briefings as needed.
- Identify potential systemic issues impacting on the effective operation of WDVCASs.
- Work in partnership with the WDVCAP Unit Policy Team and Mentoring Team.

## Key challenges

- Ensure projects are delivered on time and within budget.
- Undertake analysis and provide advice to the Manager, WDVCAP Unit, on potential service, domestic and family violence and cultural issues.
- Work to overcome barriers and build relationships between Aboriginal communities and WDVCASs.

## Key relationships

Who	Why
<b>Internal</b>	
Manager, WDVCAP Unit	<ul style="list-style-type: none"><li>• Advice and support</li></ul>
Senior Project Officer, WDVCAP Unit	<ul style="list-style-type: none"><li>• Reporting, advice and support</li></ul>
Team Members, WDVCAP Unit	<ul style="list-style-type: none"><li>• Advice and collaboration</li></ul>
<b>External</b>	
WDVCAS providers and staff	<ul style="list-style-type: none"><li>• Advice and collaboration</li></ul>
Other domestic and family violence sector stakeholders	<ul style="list-style-type: none"><li>• Advice and collaboration</li></ul>

## Role dimensions

### Essential requirements

Aboriginality.

### Reporting line

Senior Project Officer, WDVCAP Unit

### Direct reports

Nil.

### Budget





Nil.

## 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 levels required for this role. The capabilities in bold are the focus capabilities for the 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
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Adept
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Adept
 Business Enablers	<b>Finance</b>	<b>Foundational</b>
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	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
<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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate a high level of personal motivation</li> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Finance	Intermediate	<ul style="list-style-type: none"> <li>• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending</li> <li>• Take account of financial and budget implications, including value for money in planning decisions</li> <li>• Present basic financial information to a target audience in an appropriate format</li> <li>• Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them</li> </ul>

## NSW Public Sector Capability Framework

### Group and Capability

### Level

### Behavioural Indicators

- Display an awareness of financial risk and exposure and solutions to address these