

# Role Description

## Case Worker, Disability Legal Support Service



Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law (Disability Legal Support Service)
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 6/7
ANZSCO Code	272511
PCAT Code	1119192
Date of Approval	19 September 2024
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, 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.

### Disability Support Legal 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.

### 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.
- Maintain accurate records, data collection and information to ensure client information is up to date and available in accordance with policies and procedures.
- Work in accordance with the National Standards for Disability Services.
- 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 Provide training and development
Disability Legal Support Service Senior Solicitor	Report on day-to-day activities and client matters Receive and provide advice on progress of cases Provide information and expert advice Receive guidance and support
Disability Legal Support Service Senior Caseworker mentorship	Professional Support and sharing of expertise and
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 Work collaboratively to achieve best outcomes for clients
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 will have some independence in relation to day-to-day priorities and the co-ordination of work to meet the team's service delivery needs. The role refers more complex enquiries and escalates issues to the Team Leader Allied Professional Services Civil Law and the Disability Legal Support Service Senior Solicitor.

### Reporting line

Disability Support Service Managing Solicitor

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

- Lived experience as someone living with disability.

## Essential requirements

- 5 years minimum relevant experience
- Diploma Level 5 and above in relevant discipline (minimum 2 years study)
- Hold a valid Driver Licence
- 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
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>	Intermediate
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views.</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept



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### Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



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### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



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### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security









Foundational

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## 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 vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcome	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