Role Description
Children's Legal Project Officer (Coordination of Services)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Client Service
Classification/Grade/Band	Legal Officer V
Senior executive work level standards	Not Applicable
ANZSCO Code	271311
PCAT Code	1228192
Date of Approval	11 June 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 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 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

Coordination and design of a service model for children and young people. The role will develop internal service collaboration and improve referral pathways.

Key accountabilities

- Mapping our current services (including regional practices), and consulting with staff to understand children's referral needs and current barriers to providing holistic services in-house
- Identify service capacity issues that limit our ability to deliver holistic in-house services to youth crime clients, including those in detention and in the community
- Consultation about potential solutions to improve our ability to accept and action cross-divisional referrals for in-guidelines services to youth crime clients – this could include through streamlining existing processes, devising better data capture, assessing allocation of resources, or developing an evidence-base for additional resourcing.

- Establish an external Youth Advisory Panel for consultations and co-design
- Develop key capabilities and guidelines for working with young people
- Develop and co-ordinate the delivery of a high-quality training to enhance the skills of legal officers with varying levels of experience.

Key challenges

- Managing effective consultation and partnership with diverse teams within Legal Aid NSW
- Delivering results where there may be competing views
- Designing and coordinating a service model within existing resources

Key relationships

Internal

Who	Why
Manager, Legal Service Development	• Escalate issues, keep informed of key risks and projects, seek support and guidance
Client Service Project Board	• Provide advice and updates on project
CLS, CCLS, CLE and other teams providing services to children and young people across Legal Aid NSW	• Collaborate, consult and take guidance. • Share information, knowledge and expertise

External

Who	Why
Children and young people (clients)	• Consult and identify needs for a legal service model

Role dimensions

Decision making

This role works with autonomy in respect of their day-to-day work priorities and the coordination of work undertaken.

Reporting line

Manager, Legal Service Development.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Legal Qualifications
- NSW Practising Certificate
- Working with Children Check

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	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Advanced
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept

	Work Collaboratively	• Encourage a culture that recognises the value of collaboration	Adept
Relationships	Collaborate with others and value their contribution	• 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	
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work	Adept
		• Initiate, prioritise, consult on and develop team and unit goals, strategies and plans	
		• Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses	
		• Ensure current work plans and activities support and are consistent with organisational change initiatives	
		• Evaluate outcomes and adjust future plans accordingly	
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence	Adept
		• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience	
		• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience	
		• Seek contributions and ideas from people with diverse backgrounds and experience	
		• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness	
		• Identify and share business process improvements to enhance effectiveness	

NSW
GOVERNMENT

	Project Management	• Understand all components of the project management process, including the need to consider change management to realise business benefits	Adept
	Understand and apply effective planning, coordination and control methods	• Prepare clear project proposals and accurate estimates of required costs and resources	
		• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements	
		• Identify and evaluate risks associated with the project and develop mitigation strategies	
		• Identify and consult stakeholders to inform the project strategy	
		• Communicate the project's objectives and its expected benefits	
		• Monitor the completion of project milestones against goals and take necessary action	
		• Evaluate progress and identify improvements to inform future projects	

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Advanced
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Advanced
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept

Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
Legal	Statutory Interpretation	Interpret legislation, subordinate legislation and instruments in accordance with legislation and accepted legal principles	Level 3
Legal	Legal Research	Undertake legal research	Level 3
Legal	Legal Advice	Provide quality independent legal advice and explanation of legal issues	Level 3
Legal	Legal drafting	Prepare legal documents to achieve client outcomes	Level 3
Legal	Legislative Development and Drafting	Provide legal services relating to legislative proposals and legislative drafting	Level 3