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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Law Reform & Legal Services / DCJ Legal / Child Law | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 531111 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 26 September 2024 | **Ref: OGC 0066** |
| **Agency Website** | www.dcj.nsw.gov.au | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The Team Leader holds primary responsibility for the supervision, training and support of a team of Legal Assistants (LAs) as well as facilitating the regular review and updates of procedural documents and guides.

# Key accountabilities

* Supervise a team of Legal Assistants/Administrative Staff and their workload, including being available to resolve queries regarding more complex matters and regarding correct process and procedure.
* Prepare and update administrative policies and procedures and assist in training and disseminating changes to staff.
* Train and develop Legal Assistants (LAs) in the use of OneTRIM and DCJ Legal’s LAMA (Legal Activity Management Application) to open and maintain incoming matters.
* Work closely with colleagues and Principal Manager on a range of continuous improvement projects.
* Work closely with the Manager to advise on and participate in the shortlisting, interviewing and recruitment of candidates for the role Legal Assistant (when vacancies arise).
* Assisting the Principal Manager in ensuring that the allocations mailbox runs smoothly, with legal requests allocated in a timely and professional manner by LAs.

# Key challenges

* Monitoring the quality and efficiency of allocations, identifying opportunities for improvement and further training/support.
* Identifying additional development opportunities and tasks for Legal Assistants to assist the practice group run efficiently.
* Time management and organisational skills will be paramount in ensuring that the high-volume of incoming work is managed effectively by the practice group.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | Direct Manager. To provide Principal Manager with routine updates on direct reports’ progress, training, development, output levels & quality. To update Manager on procedural material review/update schedule. |
| Legal Assistants | Direct Reports. Providing routine supervision, training and support. |
| Senior Project Officers and Administration Officers in team | The Team Leader’s colleagues reporting to the Manager. Attending regular team meetings to discuss changes/updates in practices and procedures, discuss incoming volume and allocation to Legal Assistants. |
| Principal Solicitors & Legal Officers/Solicitors | Responding to feedback from these internal legal professionals when reviews, changes or updates are required to practice and procedure documentation. |
| **External** |  |
| Other Government Agencies  (State and Commonwealth) | Information sharing and in relation to the conduct of legal matters |
| External Panels | In relation to allocation of legal matters |

# Role dimensions

## Decision making

## The Team Leader has the autonomy to triage incoming work, adjust rosters for who will be attending to the mailbox and allocating tasks.

## The Team Leader will have a leading advisory role in the recruitment and selection of candidates for the Legal Assistant role when vacancies arise. This will involve supporting the Manager with the preparation of interview questions, work tasks and facilitating the interview panel.

The Team Leader will be a key liaison, facilitator and decision maker in regard to practice and procedural reviews and updates, especially in the areas of allocations and workflows.

## Reporting line

## The role reports to the Principal Manager, Child Law

## Direct reports

## The role supervises between 2-5 Legal Assistants (Clerk Grade 1-2)

## Budget/Expenditure

Nil

# Key knowledge and experience

* Knowledge of OneTRIM/Content Manager and/or the use of legal matter management systems/databases, such as DCJ Legal’s LAMA (Legal Activity Management Application). Strong working knowledge of Microsoft Excel, MS Teams, Fieldglass and ChildStory
* Experience in training and mentoring new staff

# Essential requirements

* Proven leadership and supervisory skills
* Good problem-solving skills
* Proven experience in communicating process and procedure, using clear and concise language

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 logo | | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | | | | Intermediate | |
| Relationships logo | | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | | | | Intermediate | |
| Results logo | | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit  achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | | | | Intermediate | |
| Business Enablers logo | | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks * Use available technology to improve individual performance and effectiveness * Make effective use of records, information and knowledge management functions and systems * Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | | | | Intermediate | |
| People Management logo | | **Manage and Develop People**  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  Look for ways to develop team capability and recognise and develop individual potential  Be constructive and build on strengths by giving timely and actionable feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolving issues  Effectively support and manage team members who are working flexibly and in various locations  Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected  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 is not relevant for recruitment purposes however may be relevant for future career development.

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