

Role Description

Senior Project Officer, WDV CAP

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	WDVCAP Unit
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	30 May 2023
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, 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.

The WDVCAP Unit also manages Commonwealth funding for the Family Advocacy and Support Service (FASS) Social Support Services. The FASS is an integrated model of legal and social support for people impacted by domestic and family violence and going through the family law process. FASS legal services are delivered by Legal Aid NSW. FASS social services are delivered by contracted non-government providers, overseen by the WDVCAP Unit.

Primary purpose of the role

Provide high-level advice and support to the Manager, WDVCAP Unit, in relation to WDVCAS projects, FASS Social Support Services and domestic and family violence-related projects and initiatives.

Key accountabilities

- Provide confidential and high-level executive support to the Manager, WDVCAP Unit, including by preparing correspondence, briefs and submissions.
- Manage WDVCAS-related projects, or WDVCAS participation in projects/initiatives, as needed.
- Manage selected WDVCAP Unit staff.
- Support team members to ensure FASS Social Support Services are operating in accordance with service agreement requirements.
- Build and maintain effective relationships with relevant stakeholders in the domestic and family violence sector with a view to improving service delivery to women experiencing domestic and family violence.
- Represent the WDVCAP Unit effectively at internal and external meetings and forums.

Key challenges

- Provide high-level advice on politically sensitive issues within tight timeframes.
- Communicate and collaborate effectively with a diverse range of stakeholders including non-government organisations and government agencies.

Key relationships

Who	Why
Internal	
Manager, WDVCAP Unit	<ul style="list-style-type: none">• Reporting, advice and support
Team Members, WDVCAP Unit	<ul style="list-style-type: none">• Support, advice and collaboration
Domestic Violence Unit and Early Intervention Unit	<ul style="list-style-type: none">• Collaboration and advice
External	
NSW Police Force	<ul style="list-style-type: none">• Collaboration
Department of Communities and Justice	<ul style="list-style-type: none">• Collaboration and advice
WDVCAS and FASS Social Support Service providers and staff	<ul style="list-style-type: none">• Collaboration and advice
Other domestic and family violence sector stakeholders	<ul style="list-style-type: none">• Collaboration

Role dimensions

Reporting line

Manager, WDVCAP Unit

Direct reports

2 x Clerk Grade 7/8:

- Project Officer (FASS)
- Project Officer (Identified)

Budget

Nil.

Essential requirements

Driver's license.

Ability to travel throughout the state.






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

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this 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	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues
