

Role Description

Lived Experience Project Officer, *With You* Training Project

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	2119192
Date of Approval	1 March 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 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 ill-health 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.

With You Training Project

The *With You* project is a training package for trauma-informed, rights-based legal services to people experiencing distress, poor mental health or suicidality. *With You* will design training and an organisational toolkit in partnership with people receiving and delivering legal assistance services. It is the first national co-design project in the legal assistance sector.

Legal Aid NSW was granted Commonwealth funding, on behalf of National Legal Aid, to deliver trauma-informed, rights-based for the legal assistance sector. For more information, see <https://www.nationallegalaid.org/withyou/>.

Training will be freely available to Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.

Primary purpose of the role

The Lived Experience Project Officer will deliver training nationally to lawyers, allied professionals and legal support staff.

This role is an opportunity to ensure that people experiencing mental ill-health and/or risk of suicide receive trauma-informed, rights-based legal services across the country.

Key accountabilities

- Deliver *With You* training to lawyers, allied professionals and legal support staff, to build knowledge and skills in trauma-informed, rights-based practice.
- Deliver training live online and/or in-person in an effective, safe and engaging manner.
- Build rapport with people from a wide range of backgrounds, including from Aboriginal and Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+ communities.
- Incorporate learner feedback to continuously improve content and delivery of eLearning and in-person training.
- Support *With You* team members with project work, which may include logistical support for meetings, writing briefs, research, working with consultants, etc.
- Provide advice and information to team members on emerging issues from a lived experience perspective that may impact training deliverables.
- Uphold lived experience principles when building relationships, so that the voices of people with lived experience and carers are reflected in the development and delivery of the training.

Key challenges

- Maintaining psychological safety when discussing topics such as trauma and suicide while delivering training online.
- Adapting communication style to a wide range of learners from different states/territories; family, crime and civil jurisdictions; and different professional backgrounds.
- Achieving project milestones to high standards and within the timeframes required in a complex national project.

Key relationships

Who	Why
Internal	
Manager, <i>With You</i> Training Project	<ul style="list-style-type: none">• Receive guidance and provide regular updates on project deliverables, issues and priorities.• Provide advice and contribute to decision making.• Identify emerging issues/risks and their implications and propose solutions.
Team Members, <i>With You</i> Training Project	<ul style="list-style-type: none">• Work collaboratively as part of the team.
External	
Legal assistance sector stakeholders	<ul style="list-style-type: none">• Provide training to staff from Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.
Mental health sector stakeholders	<ul style="list-style-type: none">• Partner with organisations with relevant expertise to develop training materials.

Decision making

The role operates with a degree of autonomy with respect to day-to-day work priorities. The role provides advice from a lived experience perspective to the team and seeks guidance, as needed, from the Senior Project Officer and Manager.

Reporting line

Manager, *With You* Training Project

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Personal/lived experience of mental ill-health and/or mental distress and ability to apply this when delivering training.
- Demonstrated commitment to mental health recovery and social and emotional wellbeing philosophy, and knowledge of trauma-informed principles.
- Demonstrated high level communication and interpersonal skills.

Key Knowledge and Experience

- Understanding of the legal assistance sector, including lived experience of legal services.
- Certificate IV in Workplace Training and Assessment (TAE40110 or TAE40116).
- Certificate IV in Mental Health or Certificate IV in Mental Health Peer Work.
- Demonstrated experience in development and review of training materials for face to face and online training.
- Experience with Articulate 360 and eLearning software.
- Willingness and ability to travel interstate.





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 and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	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	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
Value Diversity and Inclusion		
Relationships	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups 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
Communicate Effectively		
Relationships	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments

NSW Public Sector Capability Framework

Group and Capability Level		Behavioural Indicators
Commit to Customer Service		<ul style="list-style-type: none"> • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results	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 options • 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
Think and Solve Problems		
Business Enablers	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
Project Management		