

Role Description

Training Officer, Practitioner Relations

Role Description Fields	Details
Cluster	Stronger Communities
Department/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	13 November 2025
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.

The Practitioner Relations team

The role of Manager of Practitioner Relations was commenced in February 2025 to effectively manage the relationship between Legal Aid NSW and the private practitioners who undertake work for legally aided clients. The role was established in recognition of the need to provide greater support to and attract and retain private practitioners, to build stronger partnerships and ensure high quality services for Legal Aid NSW clients.

Primary purpose of the role

The Training Officer will be responsible for identifying, developing, coordinating and delivering training to private practitioners across a broad range of subject matter, in liaison with the practice areas and other divisions of Legal Aid NSW as relevant.

Key accountabilities

- Liaise and consult with private practitioners and Legal Aid NSW divisions to identify areas of need for training and upskilling to support private practitioners across practice areas.

Role Description Training Project Officer, Practitioner Relations

- Assist in the development, coordination and roll out of appropriate training packages in consultation with practice and business areas as required.
- Provide advice to practice and business areas to advocate for the interests of private practitioners, in relation to training needs.
- Prepare correspondence, reports and briefings as required.
- Incorporate feedback from private practitioners to continuously improve the content and delivery of training.
- Provide support to the Practitioner Relations team with relevant project work.

Key challenges

- Effectively managing competing priorities, whilst remaining adaptable and flexible to meet the needs of the organisation and private practitioners in line with policy, legislative, and other changes.
- Establishing and maintaining effective stakeholder relationships, both internal and external, to identify and develop targeted training.
- Maintaining a working knowledge of the Legal Aid NSW Quality Standards and related policy, how they fit within the broader business requirements of the organisation and how they impact upon the training requirements for private practitioners.

Key relationships

Internal

Who	Why
Manager Practitioner Relations	• Receive guidance and provide regular updates on issues and priorities. • Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Team Members	• Work collaboratively as part of the team.
Other teams at Legal Aid NSW	• Provide advice and support. • Work collaboratively to prepare and deliver training.

External

Who	Why
Legal sector stakeholders	• Provide training and support to private practitioners. • Obtain feedback from private practitioners and relevant organisations. • Liaise and collaborate with organisations with relevant expertise to develop and deliver training.

Role dimensions

Decision making

The role operates with a degree of autonomy with respect to day-to-day work priorities and escalates complex issues to Manager Practitioner Relations.

Reporting line

Manager Practitioner Relations

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Ability to travel.

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

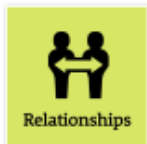
Focus capabilities

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation	Adept

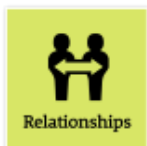


Communicate Effectively

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

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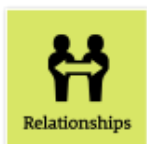


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

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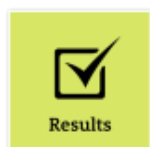


Work Collaboratively

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

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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
- 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

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Project Management

Understand and apply effective planning, coordination and control methods

- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

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 are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept

	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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