Role Description

Solicitor I-III (Generic)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Various
Classification/Grade/Band	Legal Officer Grade I-III
Senior executive work level standards	Not Applicable
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	25 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 at Bourke and Walgett 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 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 may 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

This role is responsible for providing high quality advice, minor assistance, and casework service to disadvantaged communities. Responsibilities include conducting an effective legal practice in compliance with the Legal Aid Commission Act, policies and practice management standards, as well as handling all associated administrative and case management activities.

Key accountabilities

- Providing an efficient and effective legal service to clients in accordance with legislation and directions, policy, guidelines and practice standards
- Determining applications for legal aid under delegated authority and consistent with the Legal Aid Commission Act, policy and guidelines and/or submitting applications for Legal Aid to the Grants Division
- Effectively utilise Legal Aid NSW electronic case management/tracking system and database.
- Contributing to development and ongoing review of legal aid policies and guidelines, including contributing to law reform initiatives through providing feedback as requested on issues raised and/or documents distributed.
- Keeping up-to-date on legal developments and procedures, identifying training needs, attending

training to maintain professional standards and retain a practicing certificate.
- Organising and presenting information sessions for current and potential clients and conducting community education as required;
- Assisting with the preparation of printed promotional materials and/or information booklets and pamphlets;

Key challenges

- Being able to communicate with, take instructions from and effectively represent a wide range of people including people from Aboriginal and Torres Strait Island communities, those who may be distressed, have a physical or intellectual disability, come from non-English speaking backgrounds, or have problem behaviours such as drug or alcohol addictions, when the legal concepts involved are complex and difficult for the client to understand
- Maintaining and enhancing professional competence, keeping abreast of legal developments, changes in Legal Aid policies, systems, guidelines and practices and community needs.
- Adapting to new systems and technology which have a significant impact on the legal practice.

Key relationships

Internal

Who	Why
Solicitor in Charge or Senior solicitor (depending on role)	• Support and guidance.
Allied Professional Services/Aboriginal Field Officers	• Seek advice, provide referrals
Team	• Work Collaboratively
Other teams across the Civil, Family and Criminal Law Divisions	To increase referrals, monitor systemic issues affecting Legal Aid NSW clients and work in partnership

External

Who	Why
Private practitioners	• Assigning legal Aid work
Clients	• Representation
Members of Judiciary	• Appearing before the bench seeking decisions on behalf of clients

Role dimensions

Decision making

This role works with a level of autonomy and escalates complex issues to the Senior Solicitor or Solicitor in Charge in the relevant practice area.

Reporting line

Senior Solicitor

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Legal Qualifications
- Practicing Certificate
- Must hold a current valid Working With Children Check
- Aboriginality

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
Personal Attributes	**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

	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
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
	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
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate

	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational
	Project Management Understand and apply effective planning, coordination and control methods	• Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes	Foundational

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
	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	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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

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 1
Legal	Legal Research	Undertake legal research	Level 1
Legal	Legal Advice	Provide quality independent legal advice and explanation of legal issues	Level 1
Legal	Legal drafting	Prepare legal documents to achieve client outcomes	Level 1
Legal	Litigation and Dispute Resolution	Litigate and resolve disputes effectively in relevant forums and jurisdictions	Level 1
Legal	Advocacy	Act as an effective and ethical advocate	Level 1