

Role Description

Senior Project Officer (Aboriginal Identified)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Aboriginal Services Branch
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	06 August 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 illness are some of the groups who may experience difficulties when enforcing and defending their rights. Legal Aid NSW provides legal advice, information, minor assistance and legal representation in many 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

The Senior Project Officer brings their experience and understanding of the key challenges underpinning the over-representation of Aboriginal and Torres Strait Islander people in contact with the justice system to manage and co-ordinate the development, implementation and evaluation of strategic and operational projects which support the design and delivery of services to this priority client cohort.

Key accountabilities

- Manage and oversee all aspects of project planning, development, implementation and evaluation of a range of projects relating primarily to the services we design and delivery to Aboriginal and Torres Strait Islander people, including the development of project plans, co-ordinating resources, managing budgets, meeting reporting requirements, and supporting project-related activities, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope.
- Establish and maintain internal and external stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.
- Anticipate and identify emerging issues and develop appropriate responses to these issues as they relate to the design and delivery of services to Aboriginal and Torres Strait Islander clients of Legal Aid NSW.

- Provide advice to the Aboriginal Services Branch and Client Services Unit to ensure culturally appropriate, client-centred and evidence-based approaches are brought to our work.
- Manage consultations and negotiations with internal and external stakeholders, within agreed timeframes, given their varying expectations, viewpoints and interests.
- Prepare project reports/briefings to the Aboriginal Services Branch, Client Services Unit and the legal Aid Executive.
- Actively contribute to the implementation of the Aboriginal Client Services Strategy, including the identification and completion of activities and milestones.

Key challenges

- Achieving project goals and milestones to the required standard and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.
- Managing relationships with diverse stakeholders with varying interests, expectations and timeframes
- Identifying innovative approaches to delivering services to Aboriginal and Torres Strait Islander people that are culturally appropriate and tailored to meet their needs.

Key relationships

Internal

Who	Why
Director Aboriginal Services	• Manage or co-ordinate various projects to meet project goals • Provide advice and contribute to decision making regarding projects • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities
Client Services Unit	• 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 • Work collaboratively with Clients Services staff to achieve project goals
Manager, Aboriginal Programs	• Manage or co-ordinate various projects to meet project goals • Receive guidance and provide regular updates on projects, issues and priorities • Discuss priorities, issues and resourcing • Develop and maintain open channel of communication
Team	• Guide, support, coach and mentor team members • Support team members and work collaboratively to achieve project goals • Participate in meetings to share information and provide input on work
Stakeholders	• Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries • Report on and guide the implementation of strategies and projects • Liaise and work collaboratively with the Criminal Law, Family Law and Civil Law Divisions and other areas to achieve project goals

External

Who	Why
External Stakeholders	• Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries • Liaise and work collaboratively with relevant stakeholders to achieve project goals
Legal Aid NSW Clients	• Ensure the voice of our diverse client groups, in particular the voice of Aboriginal and Torres Strait Islander clients, is heard and reflected in the services we design and deliver

Role dimensions

Decision making

The role operates with a high level of autonomy in respect of their day-to-day work priorities and the co-ordination of work in order to manage client services projects and initiatives for the Aboriginal Services Branch. The role also provides advice from a specialised Aboriginal and Torres Strait Islander lived experience perspective to both the Aboriginal Services Branch and Client Services Unit and will be expected to work collaboratively across teams.

Reporting line

Director, Aboriginal Services, with functional reporting to the Client Services Unit for technical advice and support.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated knowledge and understanding of the diverse histories, social structures, cultural practices and contemporary issues of Aboriginal and Torres Strait Islander peoples

Essential requirements

- Aboriginality
- Demonstrated experience managing complex projects in short timeframes
- Demonstrated experience establishing and maintaining multiple stakeholder relationships

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.

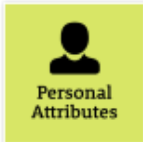
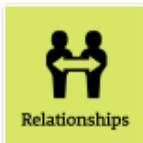
The capabilities are separated into focus capabilities and complementary capabilities

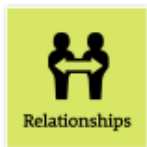
Focus capabilities

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, show initiative and respond quickly when situations change - Give frank and honest feedback and advice - Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately - Raise and work through challenging issues and seek alternatives - Remain composed and calm under pressure and in challenging situations	Adept
	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
 Relationships	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	Adept



Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



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

Adept



Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept

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
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept

	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	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate