

Role Description

Information & Referral Support Worker

Allied Professional Services (APS)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	272511
PCAT Code	1119192
Date of Approval	14 May 2024 Reviewed 19 May 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 disability, 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 solicitors, 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.

The Client Assessment & Referral Service (CARS)

The Client Assessment & Referral Service (CARS) is an independent in-house allied professional service (APS) which provides facilitated referrals, service coordination, case management, case consultation and various types of reports for Legal Aid NSW clients and their lawyers. We also provide information to Legal Aid NSW solicitors about services which can support their clients.

The CARS team consists of a Team Leader, Senior Caseworkers, a Mental Health Advocacy Service (MHAS) Consultant and an Information and Referral Support Worker. We have significant direct practice experience in the areas of trauma, mental health, cognitive impairment, disability, child abuse and neglect, substance misuse, domestic and family violence (DFV), sexual assault, suicide and self-harm.

Many clients referred to CARS come from severely disadvantaged backgrounds, with childhoods characterised by chronic abuse and neglect. Some have had multiple contacts with the criminal justice system. Most are living with trauma. Their support needs typically stretch far beyond their present legal matter to encompass a host of other concerns (housing, employment, counselling, rehabilitation, etc.).

Primary purpose of the role

Under the supervision of the CARS Team Leader, undertake structured client assessments to determine their current support needs, identify and facilitate access to services that can best meet those support needs and on occasions, provide service coordination to oversee client engagement for a designated period of time.

Key accountabilities

- Respond to Legal Aid NSW solicitor requests for client specific or more general information, building shared knowledge on how to work holistically to support clients.
- Educate clients about the legal and other bureaucratic systems in which they are enmeshed, so that they can learn how to improve their efficacy in navigating these and similar systems.
- Create and sustain collaborative working relationships with clients, their significant others, Legal Aid NSW staff, external service providers, and other key stakeholders.
- Meet strict deadlines and manage competing demands within a high-volume work environment, where many clients experience heightened emotional states.
- Keep records and maintain case notes and other service and client documentation within the Legal Aid NSW CCMS.
- Assist the Manager, Allied Professional Services (APS) with occasional administrative support.

Key challenges

- Working empathetically with clients in distress.
- Providing reliable information within short timeframes.
- Analysing complex client matters through a solution-focused lens.

Key relationships

Internal

Who	Why
APS Team Leader, CARS	<ul style="list-style-type: none">• Receive supervision and guidance• Collaborate on the assessment and allocation of referrals to CARS
Colleagues	<ul style="list-style-type: none">• Collaborate to ensure the delivery of high-quality client services
Solicitors	<ul style="list-style-type: none">• Peer support, sharing of expertise, professional training, and development
Allied Professional Practice Group (APPG)	<ul style="list-style-type: none">• Peer support, sharing of expertise, professional training, and development

External

Who	Why
Peak bodies, community based, government and non- government agencies across the state	<ul style="list-style-type: none">• Establish and foster effective relationships to facilitate client service provision

Role dimensions

Decision making

The role operates with some autonomy in respect of day-to-day priorities.

Reporting line

APS Team Leader, CARS.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- 5 years minimum relevant experience.
- Diploma Level 5 and above (minimum 2 years study).

Valid Working with Children Check (WWCC).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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate
	Think and Solve Problems Think, analyse, and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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

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	Intermediate

	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	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	Foundational
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination, and control methods	Foundational