

Role Description

Solicitor In Charge

Cluster	Department of Justice
Agency	Legal Aid NSW
Division/Branch/Unit	Crime
Classification/Grade/Band	Legal Officer Grade VI - Solicitor in Charge
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	11 December 2017
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 22 regional offices in metropolitan and regional centres across NSW 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 of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, 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.

Primary purpose of the role

Provide leadership and manage the day to day activities of a team. Develop and maintain key relationships with internal and external stakeholders including private solicitors, counsel, legal assistance providers and court personnel. Conduct a legal practice as the most senior specialist for Criminal Law in accordance with Legal Aid NSW policies and guidelines in order to contribute to the implementation of Legal Aid NSW's mission to deliver high quality legal services to our clients and to assist them to resolve their legal problems.

Key accountabilities

- Provide advice and guidance on the management of a legal practice, the conduct of litigation and the exercise of discretions
- Lead and manage the day to day activities of the team to ensure the efficient and effective use of resources and that client services meet the needs of the community and other stakeholders
- Monitor service delivery and other statistical data (internal and external e.g. court and demographic data) to evaluate office efficiency and productivity and to inform service delivery planning
- Implement and/or recommend improvements, remedial action and/or changes in policies and work processes to ensure that services are appropriate and participate in senior management forums and other activities that contribute to the effective leadership and management of staff
- Provide high quality legal assistance services as other priorities permit
- Establish and maintain effective communication within the team and ensure that all team members are aware of key corporate requirements and priorities, reforms and initiatives.

Key challenges

- Adapting to changes in Legal Aid NSW policies, structure, systems, guidelines, practices and community needs
- Allocating work appropriately and fairly between team members
- Supervising the workload, effectiveness, efficiency and compliance of a number of staff within the team
- Manage your work to maintain an effective balance between your primary role as Manager of the team and conducting a practice
- Ensure a positive culture of respect and morale within the office.

Key relationships

Who	Why
Internal	
Director, Deputy Director Criminal Law	Support and Guidance
Office Manager	Day to Day administrative management of team
Senior Solicitors, Solicitors and Legal Support Officers	Provide instructions and seek support
External	
Solicitors and Barristers	Assignment of Legal Work
Clients	Representation of clients
Prosecution Authorities	Liaising
Courts/Judiciary	Liaising

Role dimensions

Decision making

Category 5 of the Legal Aid NSW Delegations Manual

Reporting line

Deputy Director, Criminal Law

Direct reports

Office Manager

Senior Solicitors (Grade V)

Grade IV solicitors

Grade I-III solicitors.

Budget/Expenditure

Nil

Essential requirements

Legal Qualifications

Practising Certificate

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	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Advanced

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 Attribute		
Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate
Manage Self	Advanced	• Act to prevent and report misconduct, illegal and inappropriate behaviour • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships		
Communicate effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Work Collaboratively	Advanced	• Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results		
Deliver Results	Advanced	• Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Plan and prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers		
Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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People Management

Manage and develop people	Advanced	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
Manage Reform and Change	Advanced	• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives • Clarify purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty • Assist others to address emerging challenges and risks and generate support for change initiatives • Translate change initiatives into practical strategies and explain these to staff and their role in implementing them • Implement structured change management processes to identify and develop responses to cultural barriers