

Role Description

Senior Case Worker (Immigration Service including Visa Cancellation/FDV Work)



Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law, Immigration Service
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	272511
PCAT Code	1119192
Date of Approval	April 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.

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 Immigration Service

The Immigration Service provides advice, minor assistance and ongoing representation services to visa holders and people applying for visas in Australia. The team advises on a wide range of visas including family stream visas, protection visas and offshore humanitarian visas. Services include advice and representation of clients in relation to visa applications lodged with the Department of Home Affairs, review applications to the Administrative Appeals Tribunal and judicial review proceedings following an adverse AAT decision, as well as visa cancellation and citizenship.

The Immigration Service's client base has commonly experienced significant socio-economic deprivation, compounded by underlying trauma and dislocation. It is also common for clients to be impacted by a variety of psychosocial issues including family and domestic violence, child protection issues, drug and alcohol consumption, mental health, cognitive or intellectual impairments, and limited access to services such as Centrelink and/or NDIS, resulting in a critical need for psycho-social support.

Primary purpose of the role

Provide complex case work support to clients with complex socio-legal needs and immigration legal issues. This includes clients with visa issues relating to domestic and family violence and visa cancellations.

Undertake comprehensive assessments of client's psychosocial issues, prepare reports, provide referrals assistance, support in attending Courts and Tribunals and offer wholistic therapeutic support. Attend court and tribunal hearings to provide oral evidence as to the contents of psychosocial reports under examination and cross-examination. Collaborate closely with clients and solicitors on visa cancellations.

Key accountabilities

- Provide professional expertise to clients of the Immigration Service including therapeutic support to clients experiencing complex trauma.
- Provide a professional consultancy service to solicitors of the Immigration Service about the management of service provision to clients with complex socio-legal needs.
- Provide a professional casework service, including the preparation of comprehensive case management plans, to support clients including visa cancellations.
- Undertake comprehensive psychosocial assessments and prepare detailed written reports for use in various forums, including Courts and Tribunals, making recommendations where appropriate.
- Provide evidence at court and tribunal hearings based on psychosocial assessments
- Identify various relevant non-legal services and community-based organisations across different NSW regions to establish and foster effective relationships with key stakeholders and to facilitate specialised referrals for clients as needed.
- Provide a leadership role in a specialist area and provide expert advice and information to staff.
- Maintain accurate records, data collection and information to ensure client information is up to date and available in accordance with policies and procedures.

Key challenges

- Handling complex and challenging client situations in a culturally appropriate and trauma informed manner where few precedents exist and/or services are available.
- Working in a high-volume work environment with a range of competing demands and often with strict deadlines.
- Completion of reports to a standard acceptable to Courts, Tribunals and Departmental officers, with the possibility of cross-examination on the report's contents and the report writer's qualifications.

Key relationships

Internal

Who	Why
Senior Solicitor Immigration Team	<ul style="list-style-type: none">• Report on day-to-day activities and client matters• Receive and provide advice on progress of cases• Provide information and expert advice• Receive guidance and support for more complex issues
Team Leader Allied Professional Services and Manager Allied Professional Services	<ul style="list-style-type: none">• Professional supervision and leadership• Professional training and development
Colleagues in Immigration Team and DVU	<ul style="list-style-type: none">• Collaborate to ensure the delivery of high-quality client services
Solicitors	<ul style="list-style-type: none">• Consulting and assisting in the identification and servicing of clients with socio-legal needs.

External

Who	Why
Refugee communities and clients	<ul style="list-style-type: none">Engage with various communities in collaboration with Immigration Service team members to provide a holistic client-centred service in a culturally appropriate and trauma informed manner
Service providers, community-based organisations, peak bodies and non-government agencies	<ul style="list-style-type: none">Establish and foster effective relationships to facilitate client service provision and specialised referralsWork collaboratively to achieve best outcomes for clients
Interpreters	<ul style="list-style-type: none">Liaise with interpreters and use where appropriate

Role dimensions

Decision making

The role operates within a collaborative team approach. The role will have some independence in relation to day-to-day priorities and the co-ordination of work to meet the team's service delivery needs. The role refers more complex enquiries and escalates issues to the Immigration Service Senior Solicitor.

Reporting line

The position reports to the Immigration Service Senior Solicitor.

Professional supervision provided by Team Leader Allied Professional Services and Manager Allied Professional Services

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience working with refugees and/or culturally and linguistically diverse (CALD) communities and or people who hold a temporary visa (or at risk of visa cancellation)
- Experience in working with people who have experienced or are continuing to experience domestic and family violence.
- Knowledge in working with people who experience the co-occurrence of alcohol and other drug use disorders alongside other conditions like mental health issues.
- Experience working with people experiencing mental health issues and/or cognitive or intellectual impairments.

Essential requirements

- 5 years minimum relevant experience
- Four-year Bachelor Degree or other equivalent qualification in Social Work, Psychology or other directly relevant field **OR** a Bachelor Degree plus a Masters degree or other equivalent qualification in Social Work, Psychology or other directly relevant field.
- Be able to travel to regional and remote areas.
- Hold, or be able to obtain, a current NSW Working with Children Check.

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

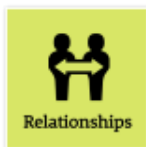
Focus capabilities

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• 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	<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

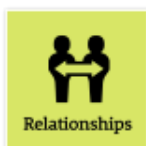


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- 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

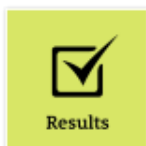


Work Collaboratively

Collaborate with others and value their contribution

- 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

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

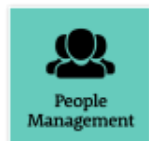
Intermediate



Technology

- Display familiarity and confidences in the use of core office software applications or other technology used in role
- Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation
- Understand information, communication and document control policies and systems, and security protocols
- Comply with policies on acceptable use of technology

Foundational



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others


- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

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
	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	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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
	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
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate