

# Role Description

## Team Leader,

## Allied Professional Services (Criminal Law)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Criminal Law
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	134299
PCAT Code	1119192
Date of Approval	October 2024
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### 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, 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

Plan, develop and professionally supervise the state-wide Allied Professional Services (APS) staff in the Criminal Law Division, ensuring a high quality, culturally safe and strategic Allied Professional Services and to facilitate positive socio-legal outcomes for crime clients.

### Key accountabilities

- Develop the business and service delivery plans, strategies and priorities for the Criminal Law Division to meet the socio-legal needs of clients.
- Provide professional supervision of the Allied Professional Services (APS) crime staff to ensure high quality and culturally safe services.
- Monitor the quality of services provided by the APS staff, identifying areas and strategies for improvement, and directing their implementation
- Develop and implement policies and practices for crime APS staff to ensure state-wide consistency and best practice.

- Increase awareness of the socio-legal needs of clients and the work of the APS staff and embed models of collaborative practice.
- Provide some direct allied professional services to clients with complex needs
- Co-design a statewide pilot project to address socio-legal needs for defendants of domestic violence offences in local court duty teams.

## Key challenges

- Managing a multi skilled professional Allied team within a large legal practice
- Managing an allied team based in several locations across NSW
- Managing the high demand for allied services against limited resources

## Key relationships

### Internal

Who	Why
Deputy Director Criminal Law	<ul style="list-style-type: none"> <li>• Manage and assist to build sound relationships, provide advice and promote the capabilities of the APS in the Criminal Law Division</li> </ul>
Manager Allied Professional Services	<ul style="list-style-type: none"> <li>• Escalate practice issues, seek support and guidance.</li> </ul>
Allied Professional Leadership Team	<ul style="list-style-type: none"> <li>• Provide direction, guidance and expertise on issues relating to the APS across NSW.</li> </ul>
Allied Professional Practice Group	<ul style="list-style-type: none"> <li>• Peer support, sharing of expertise, professional training and development</li> </ul>

### External

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

## Role dimensions

### Decision making

Working under the supervision of the Deputy Director Criminal Law in relation to day to day work priorities and the coordination of work and resources. Professional supervision is provided by the Manager Allied Professional Services.

### Reporting line

Deputy Director Criminal Law

Manager Allied Professional Services Clerk Grade 11/12 (for professional supervision)

### Budget/Expenditure

Nil

### Essential requirements

- Bachelor Social Work, or Masters, or related Bachelor Degree such as Psychology.

- Eligibility for Professional Registration
- Minimum 7 years practice experience
- 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.

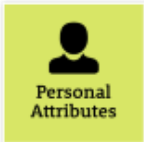
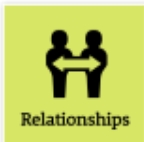
The capabilities are separated into focus capabilities and complementary capabilities

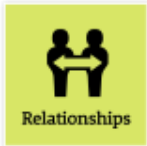
## Focus capabilities

*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
 Personal Attributes	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept



### **Influence and Negotiate**

Gain consensus and commitment from others, and resolve issues and conflicts

- Use facts, knowledge and experience to support recommendations
- Work towards positive and mutually satisfactory outcomes
- Identify and resolve issues in discussion with other staff and stakeholders
- Identify others' concerns and expectations
- Respond constructively to conflict and disagreements and be open to compromise
- Keep discussions focused on the key issues

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

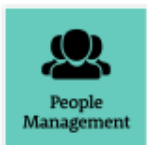


### **Project Management**

Understand and apply effective planning, coordination and control methods

- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

Intermediate



### **Manage and Develop People**

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













- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
  - Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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	Advanced
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Advanced



Optimise Business  
Outcomes

Manage people and resources effectively to achieve  
public value

Adept

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Manage Reform and  
Change

Support, promote and champion change, and assist  
others to engage with change

Adept

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