

Role Description

Deputy Director Family Law

Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Family Law
Classification/Grade/Band	PSSE Band 1
Senior executive work level standards	Work Contribution Stream: Professional/Specialist
ANZSCO Code	139999
PCAT Code	3119192
Date of Approval	24 March 2022-Reviewed 23 June 2023
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, 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 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

Primary purpose of the role

Assist the Director in managing the delivery of family law services to ensure consistent statewide practice requirements, especially in relation to care and protection work, in line with the priorities and objectives established in the strategic plan and the Family Law Division's strategic objectives.

Key accountabilities

- Lead and provide guidance to Family Law managers
- Provide assistance and authoritative advice to the Director to ensure the effective planning, management and delivery of a consistent state-wide legal service.
- Contribute to the development and review of the Family Law Division's strategies and business plans to ensure that business and service delivery plans are developed and implemented.
- Provide advice on law reform and policy initiatives and coordinate the Legal Aid NSW response to law reform issues affecting the Family Law Division.
- Maintain and foster close working relationships with Legal Aid NSW partners to achieve a collaborative approach to the delivery of family law services including responsibility for stakeholder engagement with the Court, DCJ and ALS, DET and private/panel practitioners.

- Oversee the provision and expansion of high-quality advice, duty representation and case work services across NSW in care and protection including responsibility for strategic/sensitive litigation.
- Responsible for the Family Law Division's input into law reform submissions, strategies, training and education programs.
- Provide Director level supervision of a cluster of offices and units as the Director responsible for those offices and units.

Key challenges

- Effectively collaborating in the ongoing review, development and authorisation of the policies, resources, practices and standards for family law services provided by Legal Aid NSW and contracted legal firms.
- Managing a large body of professional staff to gain their commitment to quality service provision and building the capabilities of all legal staff to deliver a full range of legal services and respond better to client needs.

Key relationships

Internal

Who	Why
Director Family Line managers who report to the Deputy Director	<ul style="list-style-type: none"> • Provide expert and strategic advice to ensure the delivery of corporate objectives • Ensure that they adhere to the business, people and financial management principles adopted by Legal Aid NSW.
Grants Division	<ul style="list-style-type: none"> • Ensuring high standards for quality legal services in family law are set and provided by Legal Aid NSW

External

Who	Why
Government and professional committees	<ul style="list-style-type: none"> • Examine ways to improve and reform care and protection practice
Children's Court, DCJ, ALS, DET, Panel lawyers	<ul style="list-style-type: none"> • Examine ways to improve and reform care and protection practice

Role dimensions

Decision making

The role of Deputy Director Family Law is a member of the Executive Leadership team of Legal Aid NSW. The role works with the Director of Family Law to set the strategic goals of the Family Law Program and contributes to organisational decision making, planning and continual improvement. This role, along with the Director Family Law is fully accountable for the quality, integrity and validity of the legal services provided by the Family Law Division

Reporting line

Director Family Law

Direct reports

Solicitors in Charge of:
To be determined

Budget/Expenditure

Nil

Essential requirements

- Legal Qualifications
- Practising Certificate
- Requires a valid 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.

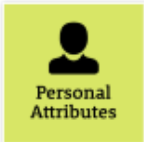
The capabilities are separated into focus capabilities and complementary capabilities

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">• Remain composed and calm and act constructively in highly pressured and unpredictable environments• Give frank, honest advice in response to strong contrary views• Accept criticism of own ideas and respond in a thoughtful and considered way• Welcome new challenges and persist in raising and working through novel and difficult issues• Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced



Act with Integrity

Be ethical and professional, and uphold and promote the public sector values

- Model the highest standards of ethical and professional behaviour and reinforce their use
- Represent the organisation in an honest, ethical and professional way and set an example for others to follow
- Promote a culture of integrity and professionalism within the organisation and in dealings external to government
- Monitor ethical practices, standards and systems and reinforce their use
- Act promptly on reported breaches of legislation, policies and guidelines

Advanced

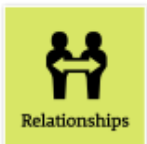


Communicate Effectively

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

- Present with credibility, engage diverse audiences and test levels of understanding
- Translate technical and complex information clearly and concisely for diverse audiences
- Create opportunities for others to contribute to discussion and debate
- Contribute to and promote information sharing across the organisation
- Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
- Explore creative ways to engage diverse audiences and communicate information
- Adjust style and approach to optimise outcomes
- Write fluently and persuasively in plain English and in a range of styles and formats

Advanced



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply the expertise of key individuals to achieve organisational outcomes
- Drive a culture of achievement and acknowledge input from others
- Determine how outcomes will be measured and guide others on evaluation methods
- 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 business unit output to ensure government outcomes are achieved within budgets
- Progress organisational priorities and ensure that resources are acquired and used effectively

Advanced



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced

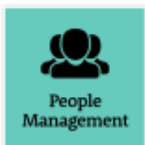


Project Management

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

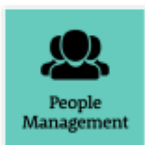


Manage and Develop People

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

- Ensure performance development frameworks are in place to manage staff performance, drive the development of organisational capability and undertake succession planning
- Drive executive capability development and ensure effective succession management practices
- Implement effective approaches to identify and develop talent across the organisation
- Model and encourage a culture of continuous learning and leadership that values high levels of constructive feedback and exposure to new experiences
- Drive a culture of high performance and ensure performance issues are addressed as a priority

Highly Advanced



Inspire Direction and Purpose

Communicate goals, priorities and vision, and recognise achievements

- Promote a sense of purpose and enable others to understand the links between government policy, organisational goals and public value
- Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these
- Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes
- Create opportunities for recognising and celebrating high performance at the individual and team level
- Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges

Advanced



Manage Reform and Change

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

- Drive a continuous improvement agenda, define high-level objectives and translate these into practical implementation strategies
- Build staff support for and commitment to announced change, and plan and prepare for long-term organisational change, with a focus on the wider political, social and environmental context
- Create an organisational culture that actively seeks opportunities to improve
- Anticipate, plan for and address cultural barriers to change at the organisational level

Highly Advanced

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	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	Adept
	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

Adept











Optimise Business Outcomes

Manage people and resources effectively to achieve public value

Advanced

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Statutory Interpretation	Interpret legislation, subordinate legislation and instruments in accordance with legislation and accepted legal principles	Level 4
	Legal Research	Undertake legal research	Level 4
	Legal Advice	Provide quality independent legal advice and explanation of legal issues	Level 4
	Legal drafting	Prepare legal documents to achieve client outcomes	Level 4
	Litigation and Dispute Resolution	Litigate and resolve disputes effectively in relevant forums and jurisdictions	Level 4
	Prosecution	Prosecute offences in accordance with the relevant law, conduct rules and prosecutorial standards	Level 4
	Advocacy	Act as an effective and ethical advocate	Level 4
	Legislative Development and Drafting	Provide legal services relating to legislative proposals and legislative drafting	Level 4