

Role Description

Lived Experience Project Officer, *With You* Training Project

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	2119192
Date of Approval	19 March 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 ill-health 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.

With You Training Project

The *With You* project is a training package for trauma-informed, rights-based legal services to people experiencing distress, poor mental health and/or suicidality. *With You* has designed training and an organisational toolkit in partnership with people receiving and delivering legal assistance services. *With You* training comprises of eLearning, and live training (in-person or online) co delivered by a trainer with lived experience and a trainer with allied professional/legal experience.

Legal Aid NSW was granted Commonwealth funding, on behalf of National Legal Aid, to deliver trauma-informed, rights-based for the legal assistance sector. For more information, see <https://www.nationallegalaid.org/withyou/>.

Training has been delivered in almost all states and territories to Community Legal Centres, Aboriginal and

Primary purpose of the role

The Lived Experience Project Officer will deliver training, in-person and online, nationally to lawyers, allied professionals and legal support staff.

This role is an opportunity to ensure that people experiencing mental ill-health and/or risk of suicide receive trauma-informed, rights-based legal services.

Key accountabilities

- Deliver *With You* training to lawyers, allied professionals and legal support staff, to build knowledge and skills in trauma-informed, rights-based practice.
- Deliver training live online and/or in-person in an effective, safe and engaging manner.
- Build rapport with people from a wide range of backgrounds, including from Aboriginal and Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+ communities.
- Incorporate learner feedback to continuously improve content and delivery of eLearning and in-person training.
- Support the team to develop specialised trauma-informed, rights-based training, for example for certain types of legal practice, in partnership with subject matter experts.
- Support *With You* team members with project work, which may include logistical support for meetings, writing briefs, research, working with consultants, etc.
- Provide advice and information to team members on emerging issues from a lived experience perspective that may impact training deliverables.
- Uphold lived experience principles when building relationships, so that the voices of people with lived experience and carers are reflected in the development and delivery of the training.

Key challenges

- Maintaining psychological safety when discussing topics such as trauma and suicide, including while delivering training online.
- Adapting communication style to a wide range of learners from different states/territories; family, crime and civil jurisdictions; and different professional backgrounds.
- Achieving project milestones to high standards and within the timeframes required in a complex national project.

Key relationships

Internal

Who	Why
Manager, With You Training Project	<ul style="list-style-type: none">• Receive guidance and provide regular updates on project deliverables, issues and priorities.• Provide advice and contribute to decision making.• Identify emerging issues/risks and their implications and propose solutions.
Team Members, With You Training Project	<ul style="list-style-type: none">• Work collaboratively as part of the team.

External

Who	Why
Legal assistance sector stakeholders	<ul style="list-style-type: none"> Provide training to staff from Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.
Mental health sector stakeholders	<ul style="list-style-type: none"> Partner with organisations with relevant expertise to develop training materials.

Role dimensions

Decision making

The role operates with a degree of autonomy with respect to day-to-day work priorities. The role provides advice from a lived experience perspective to the team and seeks guidance, as needed, from the Senior Project Officer and Manager.

Reporting line

Manager, *With You* Training Project

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Understanding of the legal assistance sector, including lived experience of legal services.
- Demonstrated experience in applying adult learning principles in delivering training.
- Demonstrated experience in development and review of training materials for face to face and online training.
- Experience with Articulate 360 and eLearning software preferred.
- Demonstrated commitment to mental health recovery and social and emotional wellbeing philosophy, and knowledge of trauma-informed principles.
- Demonstrated high level communication and interpersonal skills.

Essential requirements

- Personal/lived experience of mental ill-health and/or mental distress and ability to apply this when delivering training.
- Willingness and ability to travel interstate.

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.

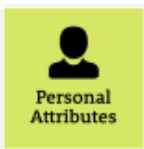

The capabilities are separated into focus capabilities and complementary capabilities

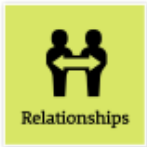
Focus capabilities

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	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders Demonstrate cultural sensitivity, and engage with and integrate the views of others Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences Recognise and adapt to individual abilities, differences and working styles Support initiatives that create a safe and equitable workplace and culture in which differences are valued Recognise and manage bias in interactions and decision making 	Adept
 Relationships	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



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



Think and Solve Problems

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

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



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

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	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Work Collaboratively	Collaborate with others and value their contribution	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	Intermediate
	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational