

Role Description

Policy and Project Officer

Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	CLC Program Unit
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not applicable
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	24 October 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 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.

Legal Aid NSW administers federal and state government funding to the NSW community legal sector through the CLC Program Unit. Community legal centres (CLCs) are independent non-government organisations that provide everyday people with free legal advice, representation and resources, especially people facing financial hardship or social disadvantage. The CLC Program also funds state peak body CLCNSW, and non-legal support services that work with Aboriginal communities, Children's Courts and in local courts.

Primary purpose of the role

Provide support to the Manager, CLC Program Unit in relation to program management and policy development, and any issues impacting upon CLCs in NSW. The role also leads the CLC Program Unit's work in relation to the Aboriginal Legal Access Program and supports the Children's Court Assistance Scheme.

Key accountabilities

- Assist the Manager, CLC Program Unit, in effective management of the CLC Program Unit
- Support effective delivery of the Aboriginal Legal Access Program and Children's Court Assistance Scheme and lead related projects and policy development

- Review and respond to CLC reports and queries, including analysing data and financial information
- Assist with the development and oversight of CLC Program service agreements and policies
- Prepare correspondence, reports and briefings as needed
- Lead or assist with project management tasks as needed

Key challenges

- Manage competing priorities and deliver within short timeframes
- Prepare briefs and other written material to a high standard

Key relationships

Who	Why
Internal	
Manager, CLC Program Unit	<ul style="list-style-type: none"> • Provide advice and contribute to decision making • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities
Team members, CLC Program Unit	<ul style="list-style-type: none"> • Advice, support and collaboration
Other teams at Legal Aid NSW	<ul style="list-style-type: none"> • Advice and collaboration
External	
Community legal centres	<ul style="list-style-type: none"> • Advice and collaboration
National and state peak bodies	<ul style="list-style-type: none"> • Advice and collaboration
Other community legal sector and CLC Program stakeholders	<ul style="list-style-type: none"> • Advice and collaboration

Role dimensions

Reporting line

Manager, CLC Program Unit

Direct reports

Nil

Budget

Nil

Essential requirements

- Fully vaccinated against COVID-19 prior to commencing in role
- Ability to travel to metropolitan and regional NSW for site visits

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.





Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	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
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • 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

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Results</p>	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • 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

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.

COMPLEMENTARY CAPABILITIES			
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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	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	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