

Role Description

Senior Project Officer, With You Training Project

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	24 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, people 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* Training 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 Trauma Informed 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. Training has been delivered in almost all states and territories to Community Legal Centres, Aboriginal and Torres Strait Islander Legal Services, Family Violence Prevention Legal Services and Legal Aid Commissions.

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

Primary purpose of the role

The Senior Project Officer facilitates trauma-informed, rights-based systems change, namely implementing the Trauma-Informed Organisational Change Toolkit (the Toolkit). The Toolkit provides examples and guidance regarding all aspects of trauma-informed legal service design and delivery.

This role involves complex project management and establishing and maintaining relationships with a broad range of stakeholders in each state and territory.

This role also delivers trauma-informed, rights-based training to lawyers, allied professionals and legal support staff in the legal assistance sector.

Key accountabilities

- Facilitate trauma-informed, rights-based change within legal assistance services, for example through establishing pilot projects, designing induction programs and policy reviews.
- Deliver foundational trauma-informed, rights-based training to the legal assistance sector online and in-person.
- Coordinate development of specialist trauma-informed, rights-based training for new practice areas.
- Maintain diverse stakeholder relationships in the legal assistance sector and facilitate collaboration through effective communication, negotiation and issues management to ensure successful implementation of training.
- Manage and monitor project planning, development, implementation and evaluation to ensure that project outcomes are achieved on time, within budget, to quality standards and within the agreed scope.
- Support the Manager, *With You* Training Project to comply with governance and quality requirements, to successfully deliver all key project/s milestones and outcomes.
- Apply co-design principles, ensuring the voices of people with lived experiences and carers are central in the delivery of the *With You* Project.

Key challenges

- Managing consultations with stakeholders from the legal assistance and mental health sectors in different states and territories.
- Managing expectations and bringing together diverse perspectives from stakeholders regarding the project.
- Managing a high-volume workload with competing priorities.

Key relationships

Who	Why
Internal	
Manager, <i>With You</i> 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.
Lived Experience Project Officers <i>With You</i> Training Project	<ul style="list-style-type: none"> • Provide guidance and support.
Team members, <i>With You</i> Training Project	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving team outcomes.
Project Board and Executive Unit within Legal Aid NSW	<ul style="list-style-type: none"> • Provide advice on project-related issues. • Provide updates on project progress.
External	
Leaders, allied professionals and lawyers in the legal assistance sector (including people with lived experience)	<ul style="list-style-type: none"> • Partner with external stakeholders so their views are reflected in the Project design, implementation and evaluation. • Manage differences in perspectives.

Role dimensions

Decision making

This role operates with a high level of autonomy and works with the Manager, *With You* Training Project, in the delivery and implementation of the national *With You* Training Project.

Reporting line

Manager, *With You* Training Project

Direct reports

Nil

Budget/Expenditure

N/A

Key knowledge and experience

- Demonstrated understanding of the legal assistance sector.
- Experience in adult education and/or delivery of training.
- Personal/lived experience of mental ill-health and/or mental distress and ability to apply this when delivering training is desirable.

Essential requirements





- Demonstrated understanding of trauma-informed client service delivery.
- Demonstrated experience in managing complex change management and/or systems change projects.
- Demonstrated experience in establishing and maintaining multiple stakeholder relationships.
- 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.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Advanced
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

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.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Value Diversity and Inclusion	Advanced	<ul style="list-style-type: none"> • Encourage and include diverse perspectives in the development of policies and strategies • Take advantage of diverse views and perspectives to develop new approaches to delivering outcomes • Build and monitor a workplace culture that enables diversity and fair and inclusive practices • Implement practices and systems to ensure that individuals can participate to their fullest ability • Recognise the value of individual differences to support broader organisational strategies • Address non-inclusive behaviours, practices and attitudes within the organisation • Champion the business benefits generated by workforce diversity and inclusive practices
Relationships Communicate Effectively	Adept	<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
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	<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
Business Enablers Project Management	Adept	<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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• 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