

Role Description

Senior Solicitor V, Civil Law

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Civil Law
Classification/Grade/Band	Legal Officer Grade V
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	14 June 2019 Reviewed August 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 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 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.

Legal Aid NSW provides legal advice, information, minor assistance and legal representation 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

Provide senior management and leadership in the provision of civil law services to socially and economically disadvantaged people.

Key accountabilities

- Lead and manage a legal practice that delivers high quality, efficient and effective legal services in accordance with service delivery plans and strategic directions.
- Provide supervision, guidance and mentoring to staff to ensure a highly capable workforce that is flexible, developed and equipped.
- Provide high quality advice, minor assistance and casework services in areas such as consumer, mental health, human rights, employment, housing, immigration, social security, and/or coronial inquests, or other areas of civil law.
- Contribute to the leadership, development and implementation of strategic plans within the Civil Law Division.
- Contribute to law and policy reform.
- Develop and maintain partnerships and relationships with internal and external stakeholders.
- Identify emerging issues and areas of unmet legal need impacting on disadvantaged communities.

- Keep up to date with and apply relevant legislation, practice directions, delegations, policies and guidelines.

Key challenges

- Managing and supervising a diverse workforce in a high-volume environment to deliver high quality, efficient and effective legal and allied services within funding and service delivery constraints.
- Developing and maintaining relationships with diverse internal and external stakeholders to maximise outcomes for clients.

Key relationships

Internal

Who	Why
Director, Deputy Director, Associate Directors and Senior Solicitors VI	<ul style="list-style-type: none"> • Escalate issues, keep informed of key risks and projects • Support and guidance
Senior Solicitors V	<ul style="list-style-type: none"> • Consistency across division
Team	<ul style="list-style-type: none"> • Provide leadership, direction, guidance and mentoring • Share information, knowledge and expertise

External

Who	Why
Clients	<ul style="list-style-type: none"> • Advise and represent individual clients
Other stakeholders	<ul style="list-style-type: none"> • Contribute to law reform, engage in systemic advocacy and develop working relationship to enhance services to disadvantaged communities

Role dimensions

Decision making

The role operates with autonomy in respect in their day to day work priorities and the coordination of work and resources to meet service levels. It provides advice and decision making to staff reporting to the position.

Reporting line

Deputy Director, Associate Director or Solicitor in Charge Grade VI

Direct reports

Solicitors Grade I-III and IV

Allied professionals

Paralegals

Budget/Expenditure

N/A

Essential requirements

You must have:

- Have legal qualifications
- Provide a valid NSW Practising Certificate (unrestricted) prior to commencement in the role
- Provide a Working With Children Check (WWCC) prior to commencement in the role
- Certain roles must hold a valid NSW driver's Licence (and may require the ability for remote travel)

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
	<p>Display Resilience and Courage</p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<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

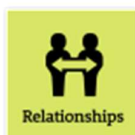


Communicate Effectively

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



Influence and Negotiate

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

- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Encourage others to talk, share and debate ideas to achieve a consensus
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

Adept



Deliver Results

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

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Adept
- 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



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 Adept
 - 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
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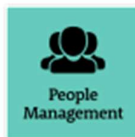


Project Management

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


- Refine roles and responsibilities over time to achieve better business outcomes
- Recognise talent, develop team capability and undertake succession planning
- Coach and mentor staff and encourage professional development and continuous learning
- Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation
- Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives











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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept

	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	Adept
	Work Collaboratively	Collaborate with others and value their contribution	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	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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 2
	Legal Research	Undertake legal research	Level 2
	Legal Advice	Provide quality independent legal advice and explanation of legal issues	Level 3



Legal drafting

Prepare legal documents to achieve client outcomes Level 2



Litigation and Dispute Resolution

Litigate and resolve disputes effectively in relevant forums and jurisdictions Level 2



Advocacy

Act as an effective and ethical advocate Level 2
