

Role Description

Senior Solicitor IV (State-Wide Advice Team)

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Client Service Unit
Classification/Grade/Band	Legal Officer Grade IV
ANZCO Code	271311
PCAT Code	1118192
Date of Approval	9 November 2021
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.

Working in partnership with private lawyers and the community legal assistance sector, 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 information resources on legal issues.

Primary purpose of the role

Supervise and lead a team of legal officers in providing timely high-quality legal advice or to develop, review and maintain plain language legal information resources used by staff and the public.

Monitor developments in law and legal processes to ensure resources used by legal officers and customer service officers are up to date and relevant.

Support and guide staff in the provision of high-quality legal information, advice, minor assistance and customer service.

Resource staff with training and information.

Key accountabilities

- Provide leadership and motivation to a team of legal officers including appraising staff performance to continually improve performance and productivity.

- Lead and participate in the process for monitoring legal, procedural and media developments to ensure Representing Yourself and LawPrompt content is up-to-date, and frontline staff are equipped to deliver high quality client service that complies with relevant legislation, regulation and guidelines in accordance with business rules and project plans and timeframes.
- Provide and support legal officers to provide, efficient, accurate and high-quality legal advice and minor assistance to a diverse range of customers in accordance with professional duties as a solicitor and Legal Aid NSW policies and procedures.
- Manage, develop and ensure that the LawPrompt and Representing Yourself sites are legally accurate, effective and written in plain language, and that content is relevant to the needs of internal and external stakeholders including self-represented litigants.
- Maintain co-operative relationships with all Legal Aid NSW lawyers, the LawAccess call centre, Community Legal Centres NSW, and other relevant legal assistance agencies.
- Promote Legal Aid NSW resources and facilitate access to the Representing Yourself and LawPrompt sites and provide training and support.
- Manage complaints about SWAT solicitors and/or LRT resources

Key challenges

- Maintaining current knowledge of parliamentary processes and legal developments in all areas of law that may affect Legal Aid NSW clients, and ensure that all staff are aware of relevant legislative, procedural and media developments and are appropriately equipped to handle enquiries.
- Managing competing immediate and longer term initiatives, in accordance with priorities and timeframes, whilst maintaining an awareness of internal and external pressures and influences.
- Develop and implement effective quality control and risk management systems and procedures to minimise risk in the provision of legal advice and information.

Key relationships

Who	Why
Internal	
SIC Grade V	<ul style="list-style-type: none"> • Reports to this position • Receive guidance and strategic direction • Provide regular updates on the daily operations of the team, including Representing Yourself and LawPrompt sites and key legal developments • Escalate issues • Performance management and development.
Legal Officers Grade I-III	<ul style="list-style-type: none"> • Provide leadership, supervision, guidance and support.
Senior Solicitors Grade IV	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and communication to assist in service delivery.
Legal Aid NSW Practice Areas, LawAccess call centre and Community Legal Centres (CLC's)	<ul style="list-style-type: none"> • Promote and facilitate access to Representing Yourself and LawPrompt • Provide support and training • Seek guidance and feedback about content.

Who	Why
Service Development Group	<ul style="list-style-type: none"> Receive guidance and strategic direction
External	
	<ul style="list-style-type: none">
Stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships
Public of NSW	<ul style="list-style-type: none"> Lead a team to provide plain language legal information resources that are up-to-date, practical, effective and meet the needs of self-represented litigants.

Role dimensions

Decision making

In leading the day to day operations of a team of legal officers, the Senior Solicitor operates with a high degree of independence, to ensure that resources are up-to-date, practical, effective and meet the needs of internal and external stakeholders.

The role provides guidance to staff in legal information and legal advice on complex issues, in a 'real time' work environment.

Reporting line

Administrative/Strategic: Solicitor In Charge, SWAT

Professional: Director Client Service

Direct reports

Legal Officers Grade I-III

Budget/Expenditure

NIL

Essential requirements

Qualifications to practice as an Australian legal practitioner

Practising Certificate (Unrestricted)

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	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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	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



Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept






Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments









Intermediate

	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept
	<p>Project Management Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> 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
	<p>Manage and Develop People Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	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.

Capability group/sets	Capability name	Description	Level
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	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	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	Adept

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 Advice	Provide quality independent legal advice and explanation of legal issues	Level 3
	Legal drafting	Prepare legal documents to achieve client outcomes	Level 2