

Role Description

Senior Solicitor Grade V (Crime)

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Legal Services – Family Law Division, Domestic Violence Unit
Role number	Not Applicable
Classification/Grade/Band	Legal Officer Grade V
Senior executive work level standards	Not Applicable
ANZSCO Code	271311
PCAT Code	1118192
Date of Approval	11 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 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.

The Domestic Violence Unit

The Domestic Violence Unit (DVU) was established in 2015 and is a specialist family and domestic violence service at Legal Aid NSW. The DVU is a state-wide interdisciplinary team of lawyers, specialist domestic violence case workers, mental health workers and financial counsellors who work together to provide trauma informed services to clients by helping them with their legal and non-legal needs. The DVU provides advice, duty services, minor assistance, limited complex case work and community legal education in a range of locations.

Primary purpose of the role

Provide senior management and leadership to the Domestic Violence Unit in relation to Local Court criminal practice and procedure, Apprehended Domestic Violence Orders and other services to socially and economically disadvantaged people who have experienced family and domestic violence in accordance with the Legal Aid NSW Plan and the Family Law Division Business Plan. This includes directly providing legal services to clients of Legal Aid NSW, including in more complex matters, and mentoring solicitors in Local Court matters.

Key accountabilities

- Providing a trauma informed, efficient and effective legal service to clients in accordance with legislation and directions, policy, guidelines and practice standards, including providing information, legal advice, minor assistance and duty lawyer services to members of the public and representing clients in dispute resolution processes and litigation.
- Providing community and legal education to diverse community and other groups and developing and maintaining stakeholder relationships.
- Supervise, lead, and manage solicitors including providing advice and guidance on the management of a legal practice, induction and training of new staff, performance planning and reviewing, conducting regular file reviews and ensuring compliance with Legal Aid NSW policies and guidelines, delegations and relevant practice standards.
- Utilising new systems and technology including the Legal Aid NSW electronic case management/tracking system and database including entering data in accordance with the standards and requirements of the systems, preparing required documentation and maintaining appropriate records in both soft and hard copy forms.
- Keeping up-to-date on legal developments and procedures including best practice provision of family and domestic violence services, changes in Legal Aid policies, systems, guidelines, and practices and community needs.
- Identifying training and professional development needs of staff.
- Determining applications for legal aid under delegated authority and consistent with the Legal Aid Commission Act, policy and guidelines and/or submitting applications for Legal Aid to the Grants Division; including making recommendations about merit and exercising discretion as required, preparing reports for the Legal Aid Review Committee as required and complying with practice standards for case management including performing case related accounting duties.
- Identifying systemic issues affecting vulnerable or disadvantaged clients and contributing to legal policy and creative and tailored service delivery strategies to address those issues.

Key challenges

- Contributing to staff development and building capacity in the Domestic Violence Unit in Local Court and Apprehended Domestic Violence Order matters to ensure effective responses to legal and systemic issues affecting clients who have experienced family and domestic violence.
- Communicating effectively with, and taking instructions from, a wide range of people including those from Aboriginal and Torres Strait Islander communities, people in crisis, people with a physical or intellectual disability or mental illness, people from non-English speaking backgrounds, or who have challenging behaviours such as drug or alcohol addictions and people who have experienced family and domestic violence in situations where the legal concepts involved are complex and difficult for the client to understand.
- Balancing advice, duty and caseload commitments with supervisory responsibilities, travel to regional and remote locations as required, law reform, policy and project work, building and managing partnerships and stakeholder relationships, developing service delivery strategies and the participation in or co-ordination of any Committees and community and legal education.

Key relationships

Internal

Who	Why
Solicitor in Charge, DVU	<ul style="list-style-type: none">• Reports to this position.

Solicitors, caseworkers, financial counsellors, mental health workers, paralegals and other team members

- Providing supervision, direction, guidance and mentoring.

External

Who	Why
Clients	<ul style="list-style-type: none">• Provide advice, assistance and representation.
Various public sector and community agencies including the Local Court, Federal Circuits and Family Court of Australia and Women's Domestic Violence Court Advocacy Services	<ul style="list-style-type: none">• Liaison, information and resource sharing, service delivery.
Barristers and private practitioners	<ul style="list-style-type: none">• Instructions in legal matters.

Role dimensions

Decision making

- Determining applications for legal aid under delegated authority and consistent with the Legal Aid Commission Act, policy and guidelines and/or submitting applications for Legal Aid to the Grants Division; including making recommendations about merit and exercising discretion as required, preparing reports for the Legal Aid Review Committee as required and complying with practice standards for case management including performing case related accounting duties.

Reporting line

Solicitor in Charge

Direct reports

Legal Officers IV

Essential requirements

- Legal Qualifications
- Practising Certificate
- A Working with Children Check is required for some roles within the Family Law Division
- Capacity to travel regularly, and to regional and remote areas

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

Capability group/sets	Capability name	Behavioural indicators	Level
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Display Resilience and Courage

Be open and honest, prepared to express your views, and willing to accept and commit to change

- 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

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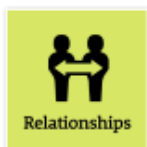


Communicate Effectively

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



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

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Think and Solve Problems

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

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

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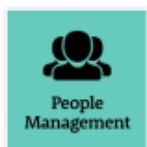


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Intermediate

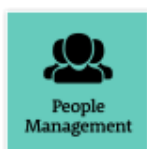


Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- 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

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Inspire Direction and Purpose

Communicate goals, priorities and vision, and recognise achievements














- Promote a sense of purpose and enable others to understand the links between government policy, organisational goals and public value
- Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these
- Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes
- Create opportunities for recognising and celebrating high performance at the individual and team level
- Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	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
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
	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
 Legal	Statutory Interpretation	Interpret legislation, subordinate legislation and instruments in accordance with legislation and accepted legal principles	Level 2
 Legal	Legal Research	Undertake legal research	Level 1
 Legal	Legal Advice	Provide quality independent legal advice and explanation of legal issues	Level 3
 Legal	Legal drafting	Prepare legal documents to achieve client outcomes	Level 2
 Legal	Litigation and Dispute Resolution	Litigate and resolve disputes effectively in relevant forums and jurisdictions	Level 3
 Legal	Advocacy	Act as an effective and ethical advocate	Level 2