

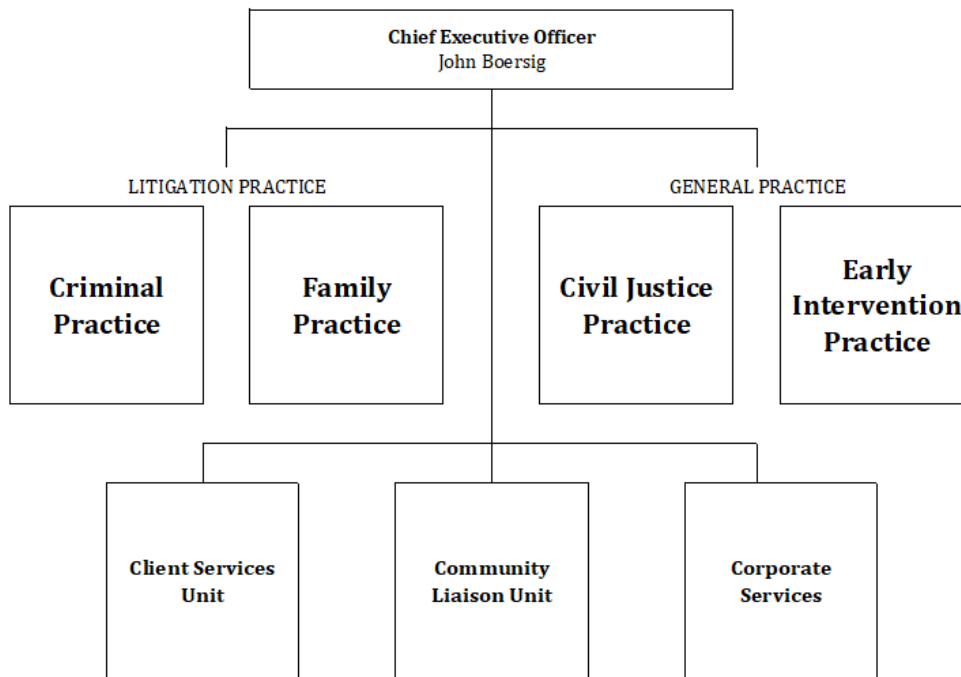
Position Title	Practice Supervisor
Classification	ASO4
Responsible to	Head of Practice
Number of direct reports	Up to 10
Number of indirect reports	Nil

The Legal Aid Commission (ACT) (Legal Aid)

Legal Aid was established under the *Legal Aid Act 1977*. Its mission is to promote a just society in the Australian Capital Territory by:

- ensuring that vulnerable and disadvantaged people receive the legal services they need to protect their rights and interests
- developing an improved community understanding of the law, and
- seeking reform of laws that adversely affect those we assist.

Further information about Legal Aid can be found at <http://www.legalaidact.org.au>



Position Dimension and Relationships

The Practice Supervisor supports the Head of Practice to efficiently manage the administration of lawyers and support staff within the Practice so they work cooperatively and coherently together, to identify and respond to the needs of the practice both professionally and administratively, and by providing strategic and operational advice on work functions and efficiencies.

Essential Duties and Responsibilities

Under general direction, the Practice Supervisor will:

- Represent Legal Aid in a professional manner by upholding the ACT Public Service Values
- Manage the administrative aspects of the Practice by:
 - coordinating work priorities across the work group of Legal Support Officers
 - distributing and re-allocating work priorities as staffing or work levels change
 - identifying improvements and creating solutions to procedural practices to properly support the needs of the Practice
 - liaising with other Practices and work groups within the Commission and external stakeholders
 - managing attendance, training and development of the Practice's Legal Support Officers
 - undertaking performance and review discussions with the Practice's Legal Support Officers
- Maintain and oversee rostering, including reporting and recording systems that support the Practice's Legal Support Officers to undertake their roles
- Support the Head of Practice:
 - to efficiently manage the administration of Practice lawyers and support staff so they work cooperatively and coherently together
 - to identify and respond to the needs of the Practice both professionally and administratively
 - by providing strategic and operational advice on work functions and efficiencies
- Encourage and support ethical work practices and activities in line with organisational priorities
- Identify and ensure consistent and ongoing training is provided in areas of need when appropriate on specific work tasks
- Contribute to continuous business process improvement and the development of Practice procedures
- Build professional relationships across Legal Aid to deliver high-quality and seamless service delivery
- Work towards performance objectives and KPIs identified in strategic, operational and individual performance development plans
- Be responsible for applying WHS to daily tasks performed in the workplace, report all matters beyond your authority and take all practical measures to ensure that your workplace is safe and without risk to health or property
- Comply with all Legal Aid ACT policies and procedures
- Perform other duties as directed, consistent with the classification level of the position and in line with competencies

Key Capabilities

Essential:

1. Current Working with Vulnerable People certification
2. Experience in an administrative management role
3. Demonstrated interpersonal, written and verbal communication skills
4. Demonstrated ability to lead a team in a fast-paced professional environment
5. Strong organisational skills with a high degree of drive with a commitment to achieving positive, collaborative outcomes
6. Ability to assess priorities and manage competing deadlines both independently and as a member of a team
7. Initiative, sound judgment and the capacity to respond to requests for assistance or resourcing in urgent matters

Desirable:

1. Post-secondary qualifications in administration or business