

Legal Services Agency Position Description as at April 2010

Position	Duty Lawyer Supervisor
Group	Public Defence Service
Location	Manukau
Reporting	Senior Supervising Duty Lawyer
Positions which report to this position	Nil
<i>Financial or budgetary accountability</i>	Nil

Introduction	<p>The Legal Services Agency undertakes the services defined in the Legal Services Act 2000, namely:</p> <ul style="list-style-type: none"> • administering a legal aid scheme that assists people who have insufficient means to pay for legal services to nonetheless have access to them; and • provide other schemes of legal assistance; and • support community legal services by funding community law centres, education and research. <p>The Legal Services Agency is a government-funded Agency responsible for promoting access to Justice for all New Zealanders. The Public Defence Service is part of the Agency and provides duty lawyer and criminal representation services to persons in courts in the Auckland Region.</p>
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Functional Working Relationships	
Internal	<ul style="list-style-type: none"> • Public Defender • Duty lawyer supervisors • PDS duty lawyers • PDS Business Manager • Initial Criminal Legal Services Unit • Legal Aid Support Officers • Grants Offices
External	<ul style="list-style-type: none"> • Unrepresented defendants appearing at court • Duty lawyers • Legal professional organisations

	<ul style="list-style-type: none"> • Duty lawyer supervisors • PDS Business Manager • Courts staff • The judiciary • Police, including police prosecutors • Probation service and other groups working in the criminal courts
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Job Scope	
This role is primarily responsible for:	<ul style="list-style-type: none"> • Managing the operation of the duty lawyer service on rostered days • Assuring the delivery of a quality duty lawyer service • Contributing to new initiatives and improvements to the duty lawyer service

Key Result Areas and Responsibilities	
1. Organise the work of the duty lawyer service on rostered day	<ul style="list-style-type: none"> • Assess the requirements of the day and organise duty lawyers to assist the smooth operation of the summary list court on the day. Ensure there are sufficient duty lawyers available (including across the lunch hour as required) to meet the needs of clients and the court, bringing on further duty lawyers if required. • Oversee the flow of work on the day, ensuring efficient progression of matters and the best use of duty lawyers and Legal Aid Support Officers. • Support the work of Legal Aid Support Officers who complete legal aid applications and ensure an efficient flow of applications to Grants, and that urgent matters are attended to. • Deal with any matters that arise on the day and take action to resolve any difficulties. Be the contact point for courts and other agencies for any duty lawyer matters on the day.
2. Ensure a quality service is delivered	<ul style="list-style-type: none"> • Lead the duty lawyer team and oversee delivery of the duty lawyer service. Mentor and support duty lawyers to ensure a quality service is delivered to defendants and the court. • Deal with any concerns or complaints relating to the quality of service provided by duty lawyers on rostered day. Take appropriate action in accordance with the agreed processes. Escalate matters of a serious nature. • Assess applicants to the roster for their suitability. Induct and support new entrants to the roster. In particular work closely with recently qualified new entrants to ensure they develop competency as quickly as possible. • Ensure duty lawyers have knowledge of procedures or protocols specific to the Manukau District Court. Ensure own

	<p>knowledge of criminal law and procedures is up-to-date, and that the duty lawyer team is aware of changes or initiatives affecting the service. This may involve arranging seminars or training sessions in discussion with other duty lawyer supervisors and court-based agencies.</p> <ul style="list-style-type: none"> • Work closely with the Initial Criminal Legal Services Unit where the responsibility for the preparation of the roster rests. Contribute to the preparation of the duty lawyer roster to ensure that it best meets court needs. • Liaise regularly with other duty lawyer supervisors at the court to ensure consistency of service, and to discuss matters affecting all teams. • Liaise regularly with the court to ensure that services meet court needs.
3. Attend to all administrative matters	<ul style="list-style-type: none"> • Arrange for suitable replacements on the daily rosters. • Take responsibility for the sign on and off of duty lawyers. • Deal with other administrative requirements, including collecting statistical information.
4. Develop effective relationships with key contacts	<ul style="list-style-type: none"> • Work closely with Initial Criminal Legal Service unit, which administers the duty lawyer service, keeping them well informed about matters affecting the service. • Liaise regularly with other Agency staff, courts staff, prosecutors, probation staff and other relevant agencies to ensure the duty lawyer service is positively contributing to an efficient summary court process and is responsive to improvement initiatives.
5. Provide duty lawyer services	<ul style="list-style-type: none"> • As other responsibilities allow, provide initial legal advice and assistance to any unrepresented persons charged with an offence.
6. Contribute to the development of the duty lawyer service	<ul style="list-style-type: none"> • Consider ways in which the efficiency, effectiveness and quality for the service can be improved. Liaise with others to consider whether and how improvement can be advanced. • Consider initiatives/proposals and assess the implications for the duty lawyer service as required. • Be involved in the development of initiatives and their implementation. • Represent the Agency at inter-agency meetings as required.

Person Specifications	
Work experience/ knowledge	<ul style="list-style-type: none"> • A minimum of 5 years previous criminal law experience including duty solicitor work, and current approval as a Duty Solicitor • Previous experience in managing and mentoring others
Qualifications	<ul style="list-style-type: none"> • A law degree and current practising certificate
Key skills and attributes	<ul style="list-style-type: none"> • Strong commitment to service improvement • Ability to train and contribute to the professional development of lawyers • Strong organisational and administrative skills • Excellent interpersonal skills with well established and effective relationships with courts and other stakeholders
Core Competencies	
Decision making and judgement	Agency staff need to make decisions and exercise their judgement on a wide range of work issues and challenges. These will vary in complexity, solutions will require different approaches and there will be the need for independent judgement. Decisions need to be consistent with the Agency's values and role and reflect quality judgement and reasoning.
Communication	Accurate, effective and appropriate communication is essential to the work of the Agency – whether is it applied internally or externally. The communication may be written or oral and could be designed to inform or to influence people or groups of people.
Relationship management	The success of LSA's work depends on the development of well-functioning relationships within and outside the organisation. High quality service to clients means understanding their needs, developing and maintaining a professional relationship and actively seeking to improve or develop our service.
Planning and organisation	The ability to plan and organise work demands and processes is essential in the Agency environment. This includes the ability to plan and manage one's self and one's work as well as manage projects and complex activities/strategies including the contribution of other people. Keeping a balance between work and life is also important at all levels of the competency.
Cultural responsiveness	Being responsive involves an understanding of one's own culture, history and value system and its impact on work and work relationships. The Agency is a Crown entity and has particular commitments through the Treaty of Waitangi to its relationships with Maori and in particular the provision of services to Maori. Meeting the needs of our diverse clients requires that Agency staff need to have the knowledge, skills and attitudes to respond appropriately and effectively.
Teamwork	Staff demonstrating this competency contribute to the success of their team and the organisation as a whole. They build cooperative, productive and supportive working relationships with other staff and work to achieve common objectives and goals.