

Legal Services Agency Position Description as at April 2010

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| Position | Senior Duty Lawyer Supervisor |
| Group | Public Defence Service |
| Location | Auckland Region |
| Reporting | Public Defender |
| Positions which report to this position | Public Defence Service Duty Lawyer Supervisors |
| <i>Financial or budgetary accountability</i> | Nil |

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| 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> <p>The role is initially focused on implementing improvement to the operation of the duty lawyer service at Manukau. Over time the position will take on wider responsibilities for the duty solicitor scheme.</p> |
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| Functional Working Relationships | |
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| Internal | <ul style="list-style-type: none"> • Public Defender • Duty lawyer supervisors • PDS duty lawyers • PDS Business Manager • Initial Criminal Legal Services (ICLS) Unit • Legal Aid Support Officers • Grants Offices • Head Office policy |
| External | <ul style="list-style-type: none"> • Unrepresented defendants appearing at court • Duty lawyers • Defendants requiring duty lawyer services • Legal professional organisations, including NZLS Continuing Legal Education • Courts staff • The judiciary • Police, including police prosecutors • Probation service and other groups working in the criminal courts |

| Job Scope | |
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| This role is primarily responsible for: | <ul style="list-style-type: none"> • Providing professional leadership for the duty lawyer service in Auckland, taking a lead role in developing and promoting new initiatives and improvements to the quality of the service • Managing the PDS duty lawyer supervisor team and overseeing PDS's contribution to the duty lawyer service in the Auckland region • Managing the operation of the duty lawyer service on rostered days |

| Key Result Areas and Responsibilities | |
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| 1. Provide professional leadership for the duty lawyer service | <ul style="list-style-type: none"> • Take overall responsibility for improving the quality of the service delivered, working closely with PDS duty lawyer supervisors at Manukau District court in particular. • Identify 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. Promote improvements and lead change. • Work with PDS duty lawyer supervisors to ensure consistency of service, considering matters affecting all teams such as the roster composition, training requirements etc. • Monitor the performance of the service. Address matters |

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| | <p>requiring attention. Deal with concerns, complaints about the service and take appropriate action in accordance with the agreed processes, liaising with the Grants regional manager, Public Defender, Head Office as appropriate.</p> <ul style="list-style-type: none"> • Consider other agencies' initiatives/proposals and assess the implications for the duty lawyer service. Be involved in the development of initiatives and their implementation. Represent the Agency at inter-agency meetings as required. • Remain up to date with developments in the law. Consider implications for the duty lawyer service and ensure that duty lawyers are aware of changes that affect the service. • Liaise with NZ Law Society on duty lawyer matters, in particular with Continuing Legal Education in relation to the Duty Solicitor Training Programme, and in relation to the revision of the Duty Solicitor Manual. • Mentor and support duty lawyers to ensure a quality service is delivered to defendants and the court. 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. |
| <p>2. Manage the PDS duty lawyer supervisor team</p> | <ul style="list-style-type: none"> • Ensure that PDS duty lawyer supervisors are available for rostered days and arrange replacements when required. • Provide leadership and management of direct reports. Ensure PDS duty lawyer supervisors are well supported and demonstrate the right competencies in the delivery of services. Arrange training/ development as appropriate. • Undertake performance appraisals for staff. • Undertake recruitment as required. • Work closely with PDS senior supervising lawyers and the ICLS Unit to ensure that PDS's contribution to the duty lawyer service in the Auckland region meets agreed standards. |
| <p>3. Organise the work of the duty lawyer service on rostered day</p> | <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 the progression 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. |

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| | <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. • As other responsibilities allow, provide initial legal advice and assistance to any unrepresented persons charged with an offence. |
| 4. Develop effective relationships with key contacts | <ul style="list-style-type: none"> • Be LSA's key contact on duty lawyer professional service matters with external agencies, in particular NZLS Continuing Legal Education, liaising with other relevant LSA managers as appropriate. • Work closely with the Initial Criminal Legal Service unit which administers the duty lawyer service. Contribute to the preparation of the duty lawyer roster to ensure a quality service is provided. • Liaise regularly with the court to ensure that services meet court needs. • Liaise regularly with other Agency staff, prosecutors, probation staff and other relevant agencies to ensure that the duty lawyer service is contributing positively to an efficient summary court process and is responsive to improvement initiatives. • Liaise regularly with other duty lawyer supervisors over matters that affect all teams to ensure consistency of service. |

| Person Specifications | |
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| Work experience/ knowledge | <ul style="list-style-type: none"> • A minimum of 5 years previous criminal law experience 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"> • Excellent management skills and the ability to provide professional leadership and support to ensure the service provided is of a high quality • Strong focus on improving and enhancing service, and leading change • 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. |

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| | 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. |