

# LEGAL AID WESTERN AUSTRALIA- CORE COMPETENCIES/CHARACTERISTICS MATRIX

This matrix outlines the four essential characteristics valued by Legal Aid Western Australia for all positions.

The matrix is designed to be a step ladder for continuous improvement,  
i.e. employees at Level 6-9 should demonstrate the behaviours described for both the Levels 1-2 and 3-5, in addition to those in the 6-9 category

General Description	Levels 1-2 -Examples of behaviours could include:	Levels 3-5 (SC1-2) - Examples of behaviours could include:	Levels 6-9 (SC3-6) - Examples of behaviours could include:
<p><b><u>Commitment to the principles of social justice</u></b></p> <p>Displays a positive commitment to law reform, human rights and the environment.</p>	<ul style="list-style-type: none"> <li>➤ Aware of issues relating to people in the community, who are disadvantaged.</li> <li>➤ Values and respects diversity.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Shows sensitivity, respect and empathy for the values and beliefs of others.</li> <li>➤ Builds positive relationships within the community.</li> <li>➤ Promotes access to justice, fairness and equity in addressing the needs of disadvantaged people.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Actively assesses the system and advocates system improvements in developing practices that promote fairness and equity.</li> <li>➤ Inspires others to be committed to the principles of equity and fairness.</li> </ul>
<p><b><u>Values People, Partnerships and Teamwork</u></b></p> <p>Values and respects others. Works constructively with people and makes a positive contribution. Builds rapport and has empathy for others. Embraces diversity.</p>	<ul style="list-style-type: none"> <li>➤ Is approachable and receptive to others.</li> <li>➤ Shares the workload and helps others wherever possible.</li> <li>➤ Is sensitive to the feelings of others and respects their opinions.</li> <li>➤ Actively contributes to team goals and encourages others to contribute.</li> <li>➤ Works in a culturally inclusive manner</li> <li>➤ Supports a culturally secure and respectful workplace</li> </ul>	<ul style="list-style-type: none"> <li>➤ Recognises and appreciates the skills and abilities of others.</li> <li>➤ Regularly communicates ideas and shares information and knowledge.</li> <li>➤ Is prepared to coach and mentor others.</li> <li>➤ Takes preventative action to minimise and resolve conflict that adversely affects the team.</li> <li>➤ Supports and creates a culturally informed, responsible, and responsive workplace.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Analyses and assesses both the work practices and team dynamics and facilitates ongoing improvements.</li> <li>➤ Demonstrates impartiality and balance/acts with consistency.</li> <li>➤ Sets clear objectives for the team, delegates effectively and plans ahead.</li> <li>➤ Actively strives for good morale and pulls with the team in times of stress/ difficulty and deals with conflict effectively.</li> <li>➤ Effectively communicates decisions &amp; keeps people informed.</li> <li>➤ Encourages collaboration with other service partners and business units.</li> </ul>
<p><b><u>Willingness to Learn and share knowledge with others.</u></b></p> <p>Is enthusiastic about learning and shares knowledge with others. Tries to learn from experiences. Committed to continuous learning.</p>	<ul style="list-style-type: none"> <li>➤ Accepts challenges as a new learning/development opportunity.</li> <li>➤ Asks for feedback and gives feedback to others.</li> <li>➤ Willing to share knowledge with others.</li> <li>➤ Willingness to utilise skills and knowledge in all areas of the organisation and beyond.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Makes a conscious effort to communicate ideas and share knowledge and information both within and outside the organisation.</li> <li>➤ Uses performance management system to review learning requirements of themselves and others on a regular basis.</li> <li>➤ Looks for mentoring opportunities and uses them as a tool to learn and pass on learning to others.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Acts as a mentor and encourages others to do the same.</li> <li>➤ Provides developmental opportunities for others.</li> <li>➤ Reflects on and learns from feedback obtained from a wide range of internal and external stakeholders as part of the learning process.</li> </ul>
<p><b><u>Outcome and Service focused</u></b></p> <p>Focuses on achieving results, meeting service delivery standards, in line with business unit objectives and client needs.</p>	<ul style="list-style-type: none"> <li>➤ Makes efforts to gain a clear understanding of what is required and what the desired outcomes are</li> <li>➤ Strives to meet deadlines/shows persistence in achieving goals.</li> <li>➤ Applies a professional manner in meeting service delivery standards.</li> <li>➤ Assesses workload, reprioritises where necessary and can focus on several tasks at one time.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Defines the outputs/outcomes, where appropriate and negotiates with stakeholders to achieve outcomes.</li> <li>➤ Sets targets and milestones (project management) and strives to achieve them.</li> <li>➤ Assumes leadership when necessary and provides a good/professional role model for others.</li> <li>➤ Provides feedback/acknowledgement to those that contributed to outcomes.</li> <li>➤ Coordinates workloads of others, delegates, provides feedback and acknowledges the contribution of others to achieve outcomes.</li> <li>➤ Evaluates outcomes where appropriate, as a means of continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Relates outcomes to strategic direction and business plans.</li> <li>➤ Balances and prioritises the work of the team against expected outcomes.</li> <li>➤ Effectively plan and manage conflicting priorities.</li> <li>➤ Monitors, measures and evaluates progress (using performance indicators).</li> <li>➤ Is able to make difficult decisions to achieve required outcomes.</li> <li>➤ Adopts and leads continuous improvement initiatives.</li> </ul>