



JOB PROFILE

A. Post Information	
Post Title	Senior Legal Services Officer
Component	Legal Services Programme
Location	Head Office [Parktown]
Post Reports To	Head of Legal Services

Job Profile Verification	
Profile Verified By:	Various Stakeholders
Date Verified:	October 2024

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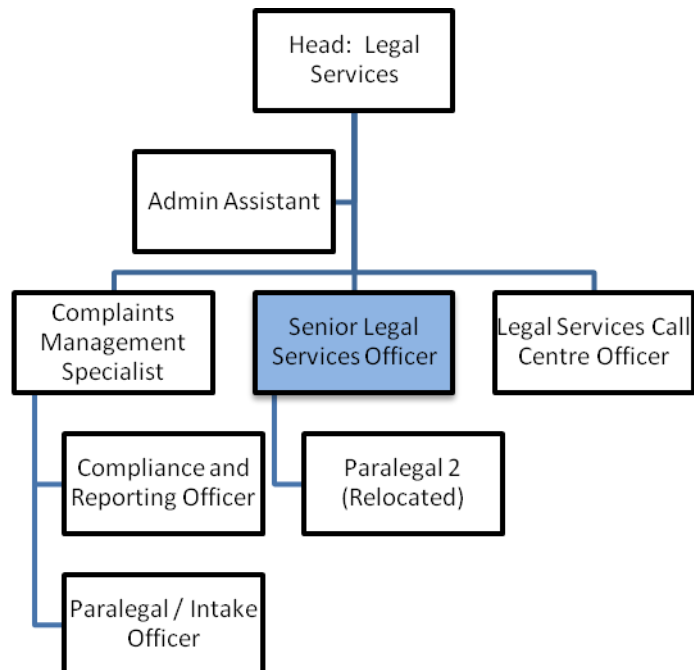
Job Evaluation Outcome	
Confirmed Grade:	12
Date Graded:	

B. Job Purpose

Brief statement outlining the overall purpose/reason for existence of the post (one or two sentences).

To manage and ensure the provision of an effective legal service within the Legal Services Unit, including complaints handling, investigations and litigation on human rights violations.

C.



D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
1	Ensure the effective handling of complaints and investigations regarding human rights violations under the guidance of the Head of Legal Services Unit	1.1	Ensure the effective handling of complaints of human rights violations, from inception through to finalisation in accordance with the Commission's complaints handling procedures
		1.2.	Providing advice to the Legal Services Unit, with regards to the interpretation of statutes, exercise of power and on any other legal and or human rights issues.
		1.3	Conduct, monitor and ensure that investigations are effectively conducted and finalized in accordance with the Commission's investigations processes and procedures. (This will include providing guidance, advice and support with regards to investigation matters)
		1.4	Initiate investigations in consultations with the Head of Legal Services Unit (This may include visiting relevant local communities)
2	Manage, monitor and ensure that all complaints are accurately captured in the flow centric database	2.1	Ensure that proper records and systems are in place for all complaints and "once-off" enquiries received in the provincial office.
		2.2	Ensure that all case data (information and statistics) is captured into the flow centric database.
		2.3	Manage the collation of statistical and narrative reports on complaints caseload and progress.
		2.4	Manage the process of analyzing and verifying data and information.
		2.5	Assist and provide necessary support to the Head of Legal Services Unit for the proper and effective management of analyzing and verifying data; statistics and information.

3	Provide litigation services with regards to human rights violations.	3.1	Support the Legal Services Unit in litigation matters relating to human rights violations (this may include representing the Legal Services Unit).
		3.2	Ensure effective litigation and litigation coordination.
		3.3	Consult with complainants, respondents, attorneys, government departments and other stakeholders.
		3.4	Provide opinions and advice on legal research and litigation matters
		3.5	Liaise with legal practitioners, both internal and external, in respect of litigation.
		3.6	Draft legal documents, subpoenas and opinions.
4	Establish and maintain key stakeholder relationship.	4.1	Must establish and maintain strategic partnership with key stakeholders to strengthen the work of LSP.
		4.2	Represent the Legal Services Unit in stakeholder's meetings.
		4.3	Work with other programmes in the Commission to enhance inter-programme collaboration in promoting the work of the Commission.
5	General legal services support	5.1	To ensure that legal support staff are adequately trained and fully understand the complaints handling processes and procedures (Mentor and train as may be appropriate).
		5.2	Provide continuous guidance and support to the Legal Services Unit.
		5.3	To manage the outreach activities of the legal services unit within the provinces so that it reaches a larger spectrum of people who may have experienced human rights violations.
		5.4	In consultation with the Head of Legal Services Unit, attend to and manage the setting up of "Legal Day-Clinics"/ "helpdesks" as part of the Legal outreach work.

E. Advisory Responsibility

Is it required from the post holder to give formal advice and engage with external stakeholders? Please indicate the type of advice given and to whom.

To Whom	Type of Advice/ Information
Head of Legal Service Unit	<ul style="list-style-type: none">• Provide and seek advice and support on human rights litigation and investigation• Performance management and monitoring• Reporting on complaints handling, investigations and litigation matters
All staff in the Legal Services Unit	<ul style="list-style-type: none">• Provide advice and support on human rights litigation and investigation• Provide advice on the interpretation of statutes.
General Public	<ul style="list-style-type: none">• Consult and interact with complainants and members of the community
Government Departments	<ul style="list-style-type: none">• Consult and interact on legal matters relating to human rights violations

F. Accountability	
<i>These fields are not compulsory and should only be completed if the fields are relevant to your post</i>	
Number of staff directly managed	<ul style="list-style-type: none"> • 0
Number of staff indirectly managed	<ul style="list-style-type: none"> • 0
Financial accountability	<ul style="list-style-type: none"> • 0

G. Inherent requirements of the Post	
<i>The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.</i>	
Skills/ Knowledge/ Behaviour:	
Requirement	Type
<p>Key competencies <i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p>	<ul style="list-style-type: none"> • Problem solving and analysis • Stakeholder engagement and management • People management • Project management • Attention to detail • Knowledge management • Communication • Honesty and integrity • Conflict resolution and facilitation skills • Negotiation skills • Planning and organising • Sound judgment • Litigation • Strong writing skills • Legal Research ability • Case management

	<ul style="list-style-type: none"> • Interpretation of Statutes • Computer literacy
<p>Knowledge and education</p> <p><i>(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)</i></p>	<ul style="list-style-type: none"> • An LLB degree • An admitted Attorney or Advocate (must have completed pupillage and admission to the Bar) • Legal knowledge • Knowledge and understanding of all relevant (national and international) human rights legislation/laws • Knowledge of human rights theory and practices • Understanding of litigation practices, processes and procedures. • Understanding of complaints handling processes and procedures • Understanding of investigation processes and procedures • Knowledge of all relevant legislation, policies and procedures • Knowledge and understanding of communications and stakeholder management requirements and processes • Must have a valid driver's licence
<p>Experience</p> <p><i>(Please list all relevant experience required for the post)</i></p>	<ul style="list-style-type: none"> • At least 3 years practical experience, post admission • At least 1 to 2 years management experience. • Experience in a human rights environment will be an added advantage

H. Career pathing	
Next higher position:	Head of Legal Service Unit
What is required to progress:	Refer to job profile for requirements

I. Job profile agreement

The Manager or his/her nominee reserves the right to make changes and alterations to this job profile as he/she deem reasonable, after due consultation with the post holder.

We the undersigned agree that the content of the completed Job Profile gives an accurate outline and content of the Post.

Title	Name	Employee Number	Signature	Date