



JOB PROFILE

A. Post Information	
Post Title	Legal Services Officer
Component	XXX Provincial Office
Location	XXX Province
Post Reports To	Senior Legal Services Officer

Job Profile Verification	
Profile Verified By:	Various Stakeholders
Date Verified:	21 September 2011

Job Profile Validation	
Profile Validated By:	Various Stakeholders
Date Validated:	21 September 2011

Job Evaluation Outcome	
Confirmed Grade:	
Date Graded:	

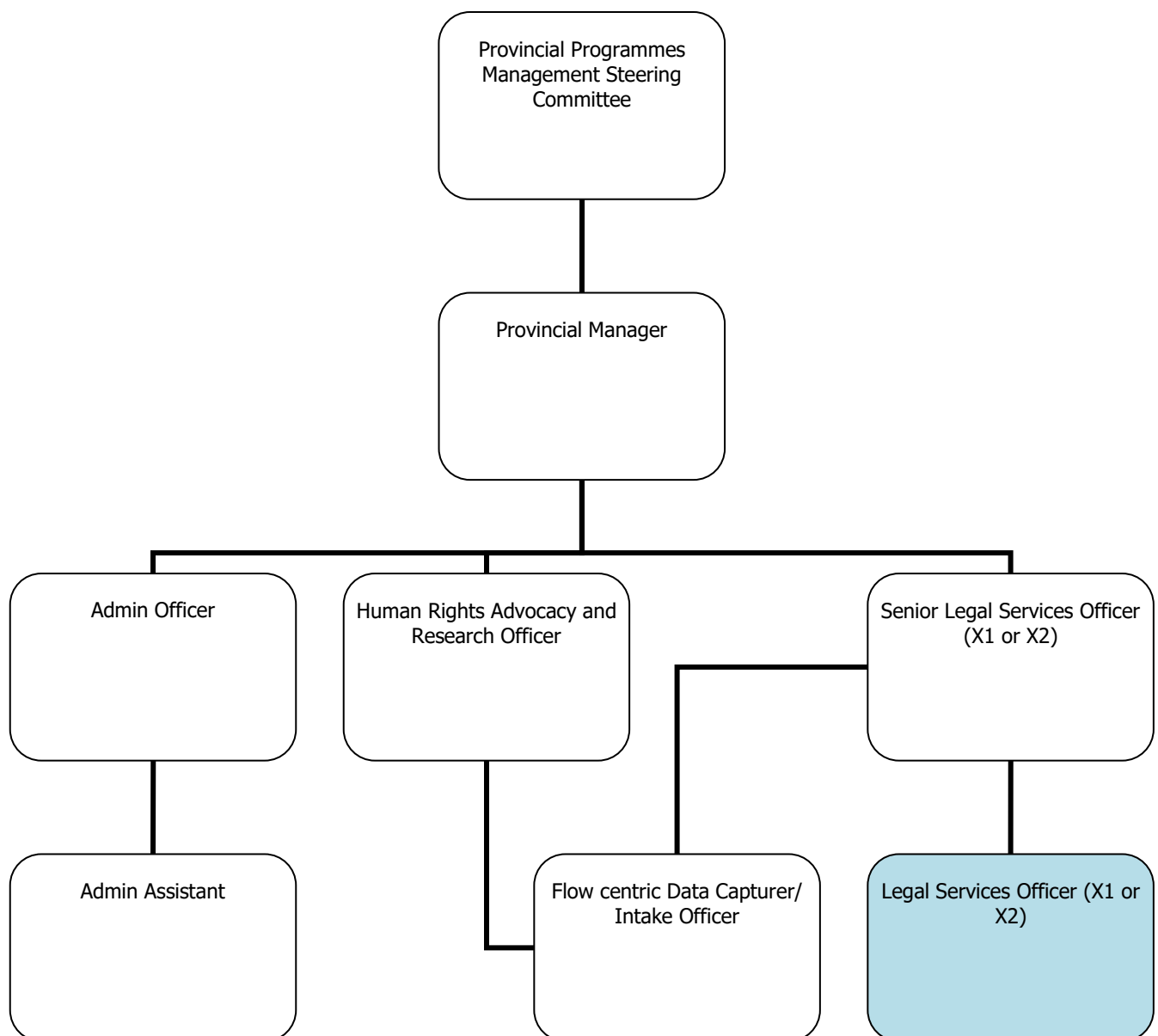
B. Job Purpose

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

To assist the Provincial office with complaints handling relating to human rights violations in accordance with the Commissions processes, procedures and manuals.

C. Position of the Post in the Organisation

Structure diagram



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	Assist with and/or conduct investigations on human rights violations.	1.1	Undertake specific activities relating to investigations into human rights violations and abuses as outlined in the relevant procedures/ manuals.
		1.2.	Provide advice and support and carry out legal analysis on issues relating to investigations into human rights violations under the guidance and direction of the Senior Legal Officer and/or PM in accordance with the Commission's policies, procedures and manuals.
		1.3	Ensure that investigations are completed in a methodical and sound manner.
		1.4	Assist in identifying matters that the Provincial office can potentially litigated on
2	Handle and complete complaints in accordance with the Commission's complaints handling manual	2.1	Attend to the screening/summary of the complaints that have been registered with the PO.
		2.2	Make follow-ups on complaints of human rights violations in accordance with the Commission's complaints handling procedures.
		2.3	Attend to consultations with complainants. Attend interactions with complainants (under direction of the Senior Legal Officer), respondents, attorneys, government departments and stakeholders in relation to the complaints handling process as may be required.
		2.4	Assist with legal research with regards to the interpretation of statutes, exercise of power and or any other legal and human rights issues.
		2.5	Assist with drafting subpoenas and provide

			relevant support as may be required.
		2.6	Support the Provincial Manager in assessing complaints.
3.	General legal support	3.1	To Assist and facilitate the setting up of "help desks" / "Day Clinics" in different parts of the province (under the guidance of the SLO/PM) in order to make the Provincial Office more accessible to people who have allegedly experienced human violations.
		3.2	To attend to "once off" enquiries in accordance with the relevant procedures and manuals and to ensure that proper records and information are kept.
		3.3	Ensure that proper records are kept of all complaints; once-off enquiries and statistical information.

E. Advisory Responsibility	
<i>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.</i>	
To Whom	Type of Advice/ Information
Provincial Manager	<ul style="list-style-type: none"> • Seek advice and support on human rights investigation
LSP Senior Investigator	<ul style="list-style-type: none"> • Provide and seek advice and support on human rights investigation • Performance management and monitoring
All staff in the Provincial office	<ul style="list-style-type: none"> • Provide advice and support on human rights investigation • Provide advice on the interpretation of statutes.
General Public	<ul style="list-style-type: none"> • Consult and interact with complainants (as required and directed by the Senior Legal Services Officer and/or PM)
Government Departments	<ul style="list-style-type: none"> • Consult and interact on investigations relating to human rights violations (as and when required to do so by the Senior Legal Services Officer and/or PM)

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"> • TBC

G. Inherent requirements of the Post

The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.

Skills/ Knowledge/ Behaviour:

Requirement	Type
<p>Key competencies</p> <p><i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p>	<ul style="list-style-type: none"> • Legal knowledge • Problem solving and analysis • Attention to detail • Communication • Honesty and integrity • Negotiation skills • Planning and organising • Sound judgment • Strong writing skills • Client/people skills • Legal Research ability
<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 • 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 investigation processes and procedures • Knowledge of all relevant legislation, policies and procedures
<p>Experience</p> <p><i>(Please list all relevant experience required for the post)</i></p>	<ul style="list-style-type: none"> • At least 2 years experience in a similar position • Experience in a human rights environment will be an added advantage

H. Career pathing	
Next higher position:	Senior Legal Services Officer
What is required to progress:	Refer to job profile for requirements

I. Job profile agreement				
<i>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.</i>				
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