



JOB PROFILE

A. Post Information	
Post Title	Head of Legal Services Unit
Component	Programme Support Division
Location	Head Office - Johannesburg
Post Reports To	COO: Programmes Support Division

Job Profile Verification	
Profile Verified By:	
Date Verified:	

Job Profile Validation	
Profile Validated By:	Mr Vusumuzi Mkhize (CEO)
Date Validated:	25 September 2023

Job Evaluation Outcome	
Confirmed Grade:	DPSA Level 13
Date Graded:	

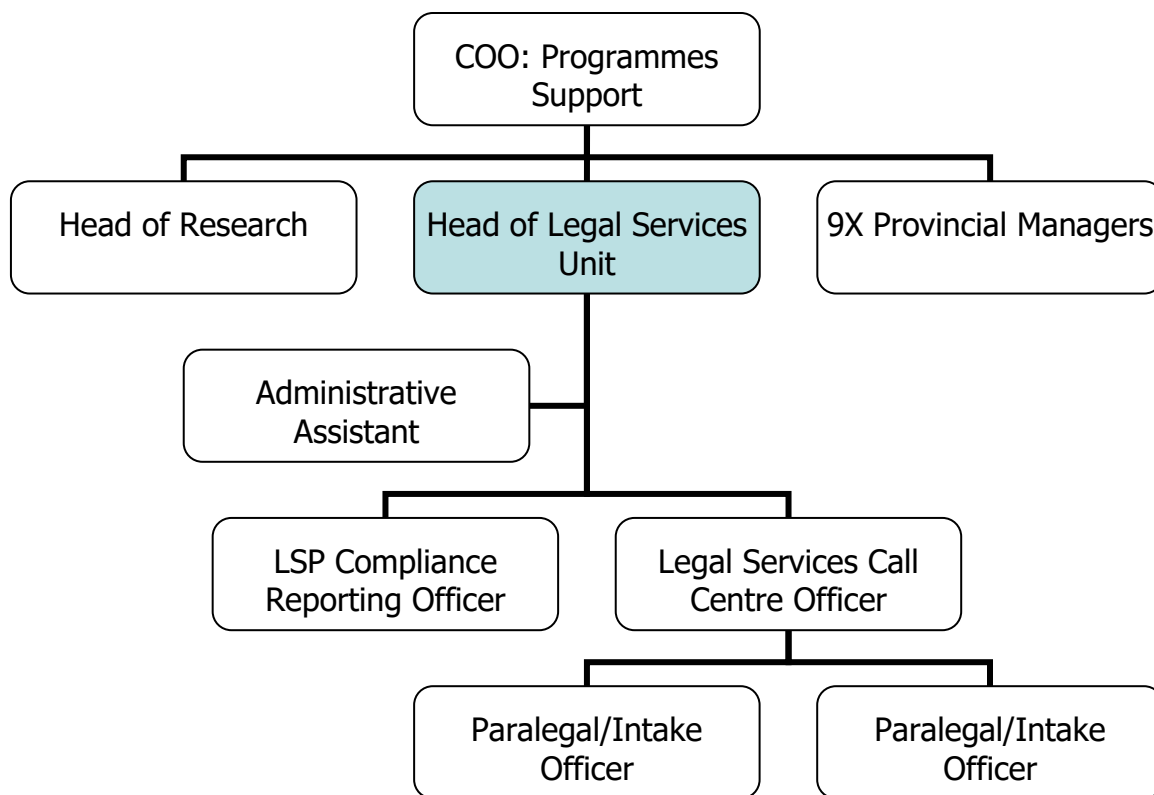
B. Job Purpose

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

To lead, direct and ensure the provision of an effective legal service in the protection of human rights. This includes the provision of an advisory service to the Commission on human rights complaints by setting the direction, standards, and ensuring inter-programme collaboration management.

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	Provide leadership, direction, advice and support to the Legal Services Unit	1.1	Lead and manage the unit's participation in the development of the Strategic and Annual Performance Plan (APP) of the Commission.
		1.2	Manage the development of the operational plan for the unit in line with the strategic and annual performance plan of the Commission.
		1.3	Manage, monitor, evaluate and report on the implementation of the unit's operational plan, taking corrective actions where necessary.
		1.4	Manage the unit's budget in line with requirements.
		1.5	Oversee and manage human resources within the unit in an efficient and effective manner.
		1.6	Ensure good governance within the unit in line with relevant legislation, regulations and policies.
		1.7	Manage and ensure compliance with asset management and IT policies and procedures.
		1.8	Manage the performance of all direct reports.
2	Monitor and ensure the effective coordination of national legal projects.	2.1	Ensure the development of the complaints handling and investigation processes, procedures and manuals in accordance with good practice.
		2.2	Ensure the effective development, coordination and completion of all training programmes (including complaints handling and litigation).
		2.3	Monitor the impact of such training programmes and recommend improvements where necessary.

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
		2.4	Provide advice and support on litigation and investigation challenges and strategies to Provincial offices and relevant stakeholders as required.
		2.5	Monitor the uniform application of the complaints handling and investigation processes across the provincial offices and recommend improvements where required.
		2.6	Overall responsibility for the development of reporting templates and the consolidation of monthly, quarterly and annual reports submitted by provincial offices.
3	External stakeholder relationship management	3.1	Stimulate, encourage and facilitate partnerships between the SAHRC and external role players.
		3.2	Develop and continuously review policy and processes to guide any approaches to law firms to conduct pro-bono work.
		3.3	Manage Volunteers.
		3.4	Attend seminars and conferences in order to stay abreast of sector changes. Share knowledge and lessons with provincial teams.
4	Manage complaints	4.1	Develop/ Review and monitor implementation of complaints handling procedures and practices.
		4.2	Oversee and monitor the implementation of statistical reporting and flow centric case management registration and workflow systems.
		4.3	Ensure appropriate complaints records and reports are kept at all times and dissemination to the relevant channels.
		4.4	Monitor and ensure effective analysis and reporting of trends and patterns on human rights violations and complaints.

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
		4.5	Develop and manage a system to monitor and track the implementation of recommendations to resolve complaints.
		4.6	Oversee and ensure the effective functioning of the legal services call center.
		4.7	Ensure that all complaints received are effectively distributed to relevant provincial offices for further investigation.
5	Manage the provision of in-house legal service.	5.1	Provide in-house legal opinion and advice as required.
		5.2	Provide litigation services on in-house legal matters as required.
		5.3	Liaise with legal practitioners, both internal and external, in respect of litigation.
		5.4	Ensure compliance with relevant policies and procedures.

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
Commissioners	<ul style="list-style-type: none"> • Human rights law matters
Chief Executive Officer	<ul style="list-style-type: none"> • Reporting on the implementation of annual plans and operational plans • Expert advice and assistance on human rights law related matters
COO: Programmes Support	<ul style="list-style-type: none"> • Reporting on the achievement of strategic objectives by the unit • Performance management and monitoring • Expert advice and assistance on human rights law related matters
Other Heads of Programmes/ Units within the Commission/ Provincial offices	<ul style="list-style-type: none"> • Provide advice and support on human rights litigation and investigation challenges and strategies
Department of Justice and Constitutional Development	<ul style="list-style-type: none"> • Reporting on trends and patterns on human rights violations • Reporting on complaints handling and litigation matters
Other Government Departments	<ul style="list-style-type: none"> • Monitoring and evaluation
Non-Governmental Organisations	<ul style="list-style-type: none"> • Collaboration on human rights law matters • Monitoring, evaluation and reporting

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"> • 2 (including 1 admin assistant)
Number of staff indirectly managed	<ul style="list-style-type: none"> • 4
Financial accountability	<ul style="list-style-type: none"> • Yes, TBC

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</p> <p><i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p>	<ul style="list-style-type: none"> • Financial management • Strategic capability and leadership • Programme and project Management • Problem solving and analysis • People management and empowerment • Knowledge management • Communication • Change management • Service delivery innovation • Honesty and integrity • Client orientation and customer focus • Analytical thinking • Conflict resolution skills • Stakeholder management and liaison, interpersonal relations
Knowledge and education	<ul style="list-style-type: none"> • An LL.M degree or a relevant legal qualification with

(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)

specialisation in human rights law

- Right of appearance in the High Court with proven litigation experience of at least 5 (five) years
- Knowledge of human rights Law and complaints handling an added advantage
- Knowledge of PFMA
- Should be able to:
 - link various related components of performance monitoring and evaluation together (for example, the inputs, processes, activities, outputs, outcomes, and impacts that constitute projects, programmes, and services), to form an integrated whole or system;
 - set up & manage the PMER system for their Programme, including the ability to -
 - identify performance information requirements;
 - design performance reports (including system reports) to provide high quality performance information for all reportable areas under their control;
 - design performance measurements & scores;
 - analyse, interpret & evaluate performance reports;
 - communicate performance information effectively;
 - produce the performance results to the standard, & within the timeframes required.
- Applied understanding of:
 - the statutory and regulatory requirements regarding performance monitoring, evaluation & reporting, including: Section 38(1)(a)(i) & (b) Section 40(3) (a) of the PFMA, & National Treasury Regulation 5.3.1 for Constitutional Institutions;
 - Government Guide to the Outcomes Approach (2010);
 - Framework for Managing Programme Performance Information (National Treasury, 2007);
 - New Framework for Strategic Plans & Annual Performance Plans (National Treasury, 2010);

	<ul style="list-style-type: none"> ○ Statistics SA Statistical Quality Assessment Framework (2008); ○ National Archiving & Records Service of South Africa Standards for Records Management (NARSSA, 2007). • Understand the electronic system/s used in their area of responsibility, in order to: <ul style="list-style-type: none"> ○ ensure the quality of the data; ○ set access levels & authorise data corrections; ○ maintain the integrity of the system; and ○ identify/specify required system design changes to match the operational process & reporting requirements.
<p>Experience</p> <p><i>(Please list all relevant experience required for the post)</i></p>	<ul style="list-style-type: none"> • Admission as an Attorney in terms of section 15 of the Attorneys Act No. 53 of 1979 or admission as an Advocate in terms of section 3 of the Admissions of Advocates Act No. 74 of 1979 with a minimum of 7 (seven) years' appropriate post-admission experience with 5 (five) years' management experience preferably in a public institution

H. Career pathing	
Next higher position:	COO
What is required to progress:	See job profile

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