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| Job Title: | Legal Clinic Project Officer |
| Responsible to: | Chief Executive Officer |
| Hours per week | 35 hours (requests for Job share will be considered) |
| Location: | Renfrewshire CAB & Working Remotely |
| Salary: | £27,000 to £30,000 (negotiable depending on experience) for 35 hours, plus 8% Employer Pension Contribution |
| Closing Date: | Monday 20th September 2021 |
| Interviews: | Remotely, with dates advised to successful applicants |
| Term: | To 31 Mar 23 (extension subject to continued funding). |

**Role purpose**

* To provide specialist legal advice and casework, principally on housing, debt and simple procedure issues, including negotiation, assistance and representation.
* To provide advice and representation services to unrepresented litigants attending Paisley Sheriff Court with mortgage repossession, rent arrears, sequestration and simple procedure claims, and where required refer clients on to appropriate agencies.
* To build and maintain relationships locally to ensure the service meets project objectives, and to complete regular reporting on project outcomes.

**Job Description**

**Core role summary**

* To offer emergency representation and diagnostic advice to unrepresented clients, in mortgage repossession, rent arrears, sequestration, simple procedure claims and any other suitable areas as required.
* To provide accurate, impartial information regarding clients’ legal positions; identify and explain all options and courses of action.
* Provide casework principally covering specialist debt, housing and public law advice and including knowledge of welfare & employment.
* Prepare and present cases at Paisley Sheriff Court.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Work with Legal Clinic service team to provide seamless service to clients.
* Produce a detailed work plan which fits in with the key objectives of the project.
* Lead on quarterly and annual reporting.
* Act as session supervisor for volunteer generalist advisers.
* Provide advice and assistance to other staff across the whole range of specialist legal issues.
* Provide 2nd tier support to other specialist advisors within bureau.
* Be involved in the training of volunteer advisers in relation to the legal clinic service.
* Liaise with the Sheriff Clerks Department of Paisley Sheriff Court and other agencies to embed referral processes and develop effective working relationships.
* Work with other agencies such as the local authority housing department towards the development of a seamless service.
* To work with the aforementioned agencies in the pursuit of a preventative approach to problems that lead to legislative action.

**Additional requirements**

* Monitor service provision to ensure it reaches the widest possible client group.
* Assist in developing and gathering evaluation feedback from service users and partners.
* Review and make recommendations for improvements to bureau services.
* Build on existing relationships with external agencies/other bureaux and form new working relationships.
* Represent the organisation at internal and external meetings where required.
* Assist clients to resolve other related problems where they are an integral part of their case, and refer to other advisers or specialist agencies as appropriate.
* Make appropriate referrals to ensure clients receive the best service from the best organisations.
* Be flexible in delivery of the service making home/outreach visits as necessary.
* Ensure that all duties are carried out within the Aims and Principles of the Citizens Advice Bureau Service.
* Ensure that all work conforms to the bureau's systems, procedures, and Citizens Advice quality standards.
* Ensure compliance with ethical and professional standards to Type III Housing and Money Advice as described in Scottish National Standards.
* Have achieved or work towards FCA requirements for training and conduct of lay representatives.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Maintain a library of reference material and case law.

**Social Policy**

* Assist with social policy work by providing information about clients' circumstances.
* Provide statistical information on the number of clients and nature of cases and provide regular reports to the management team.
* Alert other staff to local and national issues**.**

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to the service remit and undertake appropriate training.
* Read relevant publications.
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Attend relevant internal and external meetings as agreed with management.
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate.
* Assist with project initiatives for the improvement of services.

**Public Relations**

* Promote the work of RCAB, locally, regionally and nationally.
* Promote RCAB to all other organisations.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Attend relevant internal and external meetings as agreed with the management team.
* Undertake any other reasonable duties as requested by the management team.
* Demonstrate commitment to the aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person Specification**

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|  | **Essential** | **Desirable** |
| Qualifications | Educated to degree level or have equivalent relevant experience | A qualification in Scots law to LLB level or equivalent |
| Experience | Extensive and recent experience of civil court procedures & representation particularly within Sheriff Court system  Experience of working in the legal/advice sector.  Good awareness and understanding of how rights and advice issues impact on the local communities.  Experience in client facing advice role.  Ability to prioritise own work, meet deadlines and manage caseload.  Ability to monitor and maintain own standards.  Demonstrate understanding of social trends and their implications for clients and service provision.  Experience of partnership working in the voluntary and statutory sectors.  Recent experiences of working in a performance driven environment and evidence of meeting targets.  Experience in publicising and promoting projects.  Experienced in using and constructing Spreadsheets and Databases; using word processing packages and IT systems. | Knowledge and competence to SNS Type II/III of housing, debt and diligence law  Experience in using referral systems  Experience of using CASTLE/case management systems  Experience in organising training programmes  Financial skills |
| Skills, knowledge and attributes | Up to date knowledge of the Scots law, particularly relating to sheriff court practice.  A sound working knowledge of the legal rights of debtors and creditors.  A knowledge of money advice strategies & options available to debtors.  Ability to research, understand and explain complex information both orally and in writing.  Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.  Excellent presentation, facilitation and communication skills  Good interpersonal and networking skills  Ability to produce reports  Ability to work to tight deadlines and respond quickly to new demands  Attention to detail. |  |
| Values and Attitudes | Well organised and self-reliant, able to work independently and in a small team.  Energetic, enthusiastic in working in the civil court.  Ability and willingness to engage with other organisations and promote projects.  Ability to work under pressure.  An innovator who likes the challenge of developing and implementing new approaches.  Commitment to voluntarism.  Commitment to quality customer care. | Proven ability to work within a community development or volunteer setting.  Experience of implementing equal opportunities policies and practices.  Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies. |
| Other | Willing to be flexible and adaptable in meeting the needs of the service.  Able to work on own initiative.  Willing to undertake occasional work out of office hours |  |

**Person specification**

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| **Quality** |  | **Measured by:** |
| Experience | * As a court representative * Interviewing clients * Negotiation * Preparing correspondence, reports and tribunal papers * Representation * Project management * Relationship management | Application form and interview |
| Knowledge and Skills | * Specialist knowledge of housing, debt and public law and advice * Knowledge of employment, welfare and debt advice * Ability to prioritise own work, meet deadlines and manage caseload. * Ability to use IT in the provision of advice and the preparation of reports, submissions and recording of statistics * Effective oral communication and writing skills with particular emphasis on negotiating and representing * Flexible, self-motivated, energetic and enthusiastic with the ability to set priorities and manage multiple tasks in a timely manner under minimal supervision * Ability to give and receive feedback objectively and sensitively * Understanding of social trends and their implication for clients and service provision | Application form and interview |
| Behaviours | * Ordered approach to casework and an ability and willingness to follow and develop agreed procedures * Understanding of and commitment to the aims and principals of the CAB service and its equal opportunities policies. * A ‘can-do’ attitude in all the work you deliver, ensuring it meets the needs of the bureau. * You are accountable for your own performance and development, and you take responsibility for your actions and decisions. * You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners on behalf of clients. * You promote equality and diversity and actively work to minimise harm to others. | Application form and interview |
| Other Requirements | * Provision to temporarily work remotely from home * Make home visits to clients or work from any of RCAB’s outreach locations * Travel to visit other organisations and venues and attend meetings. * Occasionally undertake work out of hours | Application form and interview |

RCAB 01/09/2021