**Hamilton Citizens Advice Bureau**

**In-Court Lay Representation Project**

**Job Description & Specification: Team Leader/ Lay Representative**

### Purpose of Role

To improve Access to Justice through the delivery of a high quality free advice and representation service to people seeking assistance with mortgage repossession, rent arrears, sequestration and small claims matters within Hamilton and Lanark Sheriff Courts

**Reports to:** Hamilton CAB Manager

**Main Responsibilities**

1. To ensure appropriate referrals, allocation and management of casework and the quality of advice within the Project
2. To provide advice, assistance and representation to people seeking help with mortgage, heritable and sequestration matters in Hamilton and Lanark Sheriff Courts taking a holistic approach, supporting self advocacy and building resilience in people using the service
3. To contribute to the design, development and delivery of training and continued professional development for caseworkers and lay representatives
4. To operate within the agreed policies of Hamilton CAB and ensure effective implementation of agreed project systems.

**This will include:**

* Ensuring effective maintenance of, Scottish National Standards compliant referral, allocation, case management, case review and reporting protocols and systems
* Providing support and supervision for Project staff within agreed framework
* Carrying out quality of advice checks, file reviews and supporting/ supervising peer review within agreed framework
* Providing constructive feedback, training and practice development opportunities for Project staff
* Assisting the Project Manager to capture, monitor, review and report on activities and outcomes of the Project and provide reports and analysis to Hamilton CAB Board, Project funder and stakeholders
* Providing advice, assistance and representation to people using the service working within the parameters of the Project objectives; ethical and professional standards to Type III Housing and Money Advice as described in Scottish National Standards
* Maintaining an effective operational rota to ensure appropriate and proportionate service is provided at Hamilton and Lanark Sheriff courts, drop-in service at Birnie House and outreach facilities and designated case management time for representatives and advisers
* Providing third tier support for caseworkers within referring organisations appropriate to the Project’s objectives
* Maintaining your personal competence level and developing knowledge and skills
* Designing training which meets the identified needs of the Project staff and advisers within partner /referring agencies
* Lead the development of toolkits, check lists and other support materials of court procedures and papers to improve skills and knowledge of advisers and caseworkers in generalist services; Delivering awareness sessions which help to promote understanding of court processes and paperwork
* Assisting the Project Manager to maintain the competence framework for Lay Representatives compliant with HODPA and Scottish National Standards
* Ensuring a positive learning and development environment within the Project
* Ensuring the day-to-day implementation of CAB principles and maintenance of policies, procedures and systems as agreed with the Project Manager – in particular:
* Health and safety
* Quality of advice
* Data protection
* Employment
* Case management
* Referral

**SPECIFICATION**

**Essential Criteria**

* Knowledge of the civil justice system
* Extensive and recent experience of representation in civil court matters within Sheriff Court system
* Knowledge and competence to SNS Type III of housing, debt and diligence law
* Well developed communication, negotiation, influencing and facilitation skills
* Robust IT skills with experience of Microsoft office software electronic case management and research systems
* Experience of supporting and supervising staff within a performance management framework
* Experience of operating and supervising a quality of advice system
* Experience in designing and delivering training
* Experience in supporting and providing guidance to advisers and caseworkers
* Experience of working with vulnerable people
* Ability to travel between different facilities and across the operational area
* Integrity
* Resilience
* Flexibility
* Tenacity

**Competences & Experience Required**

**Self management**

* Take personal responsibility for your own actions
* Be aware of your own strengths and abilities
* Take control of your personal and professional development
* Be aware of your personal impact on others

**Project & Operational Management**

* Understand and take responsibility for implementation of the agreed policy and operational framework for the Project
* Engage and maintain relationships with internal and external stakeholders
* Understand stakeholders’ needs, maintaining trust and credibility and managing conflict for the benefit of all
* Be aware of the wider community, sector and political environment

**Team Working**

* The team can rely on you to meet your agreed objectives and work targets
* Understand and fulfil your own responsibilities and be aware how your work attendance and hours of work affects other members of your Team
* Build and maintain good working relationships with colleagues across the CAB network and stakeholder organisations
* Share knowledge and experience and offer practical support to colleagues as appropriate
* Value the contribution of Team members and be open to different points of view
* Provide and accept constructive feedback and make a contribution to improve the performance of the Team

**Public Service**

* Know who uses the service and the key stakeholders and have a good understanding of their needs and expectations
* Work within agreed standards of service and take responsibility to measure and continually improve your performance
* Seek and listen to feedback from people using the service and stakeholders
* Be helpful, friendly and professional with the public
* Be open and share information with people using the service and stakeholders and behave with impartiality, fairness and consistency
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.

February 2015