* **Job Title:** In-court Adviser (Job share considered)
* **Location:** North Lanarkshire
* **Hours per week:** 35 hours per week
* **Type of contract:** Permanent subject to funding
* **Salary:** £30,000-£35,500 FTE (experience dependant)
* **Closing Date:** 01/09/2022
* **Interviews:** TBC

**Role purpose**

To provide quality advice and representation services to unrepresented litigants attending Airdrie Sheriff Court with mortgage repossession, rent arrears, sequestration, simplified procedure claims and where required refer clients on to appropriate agencies.

Clear commitment to access to justice, principles of CAB Service and customer care. The successful candidate will be subject to standard disclosure.

**Employee benefits**

Airdrie Citizens Advice Bureau offers excellent terms and conditions and is an inclusive employer considering flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please contact us for more information.

**How to apply**

For further details and information on how to apply, please contact [evelyn.anderson@airdriecab.casonline.org.uk](mailto:evelyn.anderson@airdriecab.casonline.org.uk).

**Equality & diversity monitoring**

To help Airdrie Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: [andrew.potts@airdriecab.casonline.org.uk](mailto:andrew.potts@airdriecab.casonline.org.uk)

**Job Description**

**Key Responsibilities**

* Offer emergency representation and diagnostic advice to unrepresented clients, in mortgage repossession, rent arrears, sequestration, simplified procedure claims and any other suitable areas as required
* Provide accurate, impartial information regarding clients’ legal position; identify and explain all options and courses of action
* To liaise with the Sheriff Clerks Department of Airdrie Sheriff Court and other agencies to maintain referral procedures and develop effective working relationships
* To liaise with other agencies such as the local authority housing departments and work with these agencies towards the development of a seamless service to the public
* To work with the aforementioned agencies in the pursuit of a preventative approach to problems that lead to legislative action
* Work with North Lanarkshire Legal Services Coordinator in order to promote the project to partner agencies linking with local CABx, statutory and voluntary agencies
* Carry ongoing casework associated with this post, research and draft written and legal submissions
* Work with and on behalf of clients to process conclusion
* Maintain accurate case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* Ensure that all work conforms to the bureau's systems, procedures, Citizens Advice Quality standard and National Standards Level II/III
* Ensure that all duties are carried out within the Aims and Principles of the Citizens Advice Bureau Service
* Maintain a library of reference material and case law
* Produce a detailed work plan which fits in with the key objectives of the service
* Liaise and assist with the training of staff and volunteer advisers in relation to this post
* Adopt a holistic approach, identifying other related problems
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service and the organisation
* At all times 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

**Social Policy**

* Assist with social policy work by providing information to drive change and highlight inequalities.
* Monitor service provision to ensure that it reaches the widest possible client group.
* Alert other staff to local and national issues**.**

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to housing and other court related legislation and undertake appropriate training internally and externally.
* Advocate the Citizens Advice Bureau at all times.
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate.
* Assist with project initiatives for the improvement of services.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of working with people with multiple and complex needs.
* Ability to work without supervision and prioritise workload.
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
* Excellent organisational skills.
* A proven ability to work effectively with a wide variety of stakeholders.
* A commitment to the aims, principles and policies of Citizens Advice Bureau
* A willingness to learn and adapt to a changeable and fast paced environment. Ability to operate as a team player and communicate effectively with colleagues and managers.

**Desirable**

* Experience of civil court procedures & representation particularly within Sheriff Court system
* Knowledge and competence to SNS Type II/III of housing, debt and diligence law
* Experience and competence in accordance with the Home Owner & Debtor Protection (Scotland) Act Guidance for Lay Representatives
* A Specialist knowledge of the court system
* Experience in using referral systems
* Experience of using CASTLE/case management systems
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate
* Educated to degree level or have equivalent relevant experience
* Experience of working in the legal/advice sector.

**Additional requirements**

* Travel to visit other organisations and venues and attend meetings.
* Occasionally undertake work out of hours

**The Airdrie** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC012238 Charity name: Airdrie Citizens Advice Bureau**