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| Job Title: | Legal Advice Service Project Worker |
| Responsible to: | Advice Services Manager / Deputy CEO |
| Hours per week | 17.5 hours (requests for Job share will be considered) |
| Location: | Renfrewshire CAB & Working Remotely |
| Salary: | £13250 pa for 17.5 hours per week, plus 8% Employer Pension Contribution – subject to review |
| Term: | To 30th June 2025 (extension subject to continued funding). |

**Role purpose**

* To support legal advice and casework, principally on housing, debt and simple procedure issues, including negotiation, assistance and representation.
* To support 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 colleagues or agencies.
* In matters where sufficiently experienced, to act as In-Court Adviser in reaching out to and representing clients.
* To work with colleagues and external partners to deliver service objectives.

**Job Description**

**Core role summary – supporting the legal advice service objectives:**

* 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.
* Support (and provide where sufficiently experienced) emergency representation and diagnostic advice to unrepresented clients, in mortgage repossession, rent arrears, sequestration, simple procedure claims and any other suitable areas as required.
* Work with the advice services team to provide seamless service to clients, in order to:
  + Prepare and present cases at Paisley Sheriff Court.
  + Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Support provision of advice and assistance to other staff across the whole range of specialist legal issues.
* Work with advice services team and other internal project staff to build relationships and embed the service locally in order to:
  + Establish referral processes and develop effective working relationships.
  + Pursue a preventative approach to problems that lead to legislative action.

**Additional requirements**

* Assist in developing and gathering evaluation feedback from service users.
* 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.
* 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 | Understanding of civil court procedures & representation particularly within Sheriff Court system  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. | Recent experience of representation within Scottish Court System  Experience of working in the legal/advice sector.  Knowledge and competence to SNS Type II/III of housing, debt and diligence law  Experience of using CASTLE/case management systems  Experience in publicising and promoting projects.  Experienced in using and constructing Spreadsheets and Databases; using word processing packages and IT systems. |
| Skills, knowledge and attributes | Up to date knowledge of the Scots law, particularly relating to sheriff court practice.  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 work to tight deadlines and respond quickly to new demands  Attention to detail. | A sound working knowledge of the legal rights of debtors and creditors.  A knowledge of money advice strategies & options available to debtors.  Ability to produce reports |
| 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.  Commitment to quality customer care. | 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 |  |

RCAB March 2023