



Legal Caseworker Role Description & Job Specification

Accountable to: Legal Manager / Senior Legal Manager

Location: Home working with occasional need to travel

Type: Permanent full time

Hours: Flexible

Salary: £33,454

Access Social Care is a new charity set up to support the rights of individuals and families who are not getting the social care provision that they have a right to. This is an exciting opportunity to join a dynamic team of passionate people. We are dedicated to the people who need our help, but we also care deeply about our team and we think that work should be an exciting and enjoyable place to be. Our mission is to improve the lives of disabled and older people by ensuring that they get the social care that they are entitled to. We provide rights awareness training to front line managers and legal advice and support to families and individuals. As well as providing access to justice, our aim is to create change through what we learn by using the data and information that we collect to help influence and affect systems change.

About the role

We are looking for a legal caseworker to provide advice and casework support to individuals with community care and mental capacity disputes. The legal caseworker will manage their own caseload supporting cases all over England. The legal caseworker will also supervise legal volunteers with their caseloads.

Responsibilities

1. Abide by and promote Access's policies particularly in relation to our strategy and governance around data protection and confidentiality.
2. Conduct a range of tasks associated with case preparation and management including:
 - Identifying the legal issues in the case, linking different areas of legislation where applicable.
 - Assessing the most appropriate and tactically beneficial options for a course of action.
 - Explaining different options available to our clients so they are able to make an informed choice about the best tactical route for their case.
 - Evidence gathering, including appropriate independent evidence.

- Preparation of written submissions.
 - Ensuring individuals and professionals understand the legislation underpinning the case.
 - Identifying and preparing witnesses, if necessary.
 - Providing formal and informal advocacy in a range of settings.
 - Ensuring that when giving advice, records are clear and files are accurate, confidentiality and data protection guidelines are explained to enquirers in an accessible way to maintain compliance with legislation.
 - Referring cases on to third parties where appropriate.
 - Liaising with other legal professionals including external law firms and barristers.
3. Develop and maintain relationships with other professionals involved in working with our clients.
 4. Develop and maintain relationships with other client groups.
 5. Carry out legal research and the development of additional resources required by the Service.
 6. Undertake such other tasks as may reasonably be required.

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

Our values

Trustworthy – Recognised for excellence, we will be the best we can be in everything we do. We will be truthful, independent and outcomes focussed.

Fair – We believe in treating people with kindness and compassion in a way that is right, reasonable, and just.

Fearless – We will do what is right, not what is easy. We will bravely challenge injustice.

Inclusive – Our beneficiaries' voices will influence our thinking and decision making at all levels of our organisation. Collaborative in our thinking, we will work with others to achieve our goals.

Positive - We will be constructive and progressive in our challenge. We will optimistically and dynamically drive for change

You will role model our five values in all your work activities.

Person Specification

Skills & abilities

Essential/Desirable

Positive about working for Access	E
Work well with all of their colleagues	E
Interest in supporting people to understand their rights and entitlements	E
Takes responsibility for their own development	E
Interest in helping others and the service to be the best they can be	E
Honesty about own performance	E
Strong communication, presentation, and influencing skills	E
Well organised, able to effectively self-manage a diverse workload, progressing longer projects at the same time as responding to quick deadlines	E
Excellent problem solving skills	E
Ability to recognise own limitations by identifying gaps in skills and knowledge	E
Willingness to learn and respond to feedback	E
Willingness to travel	E

Knowledge and experience

Essential/Desirable

Significant experience of independently conducting casework	E
Experience in working within a team and on multiple projects at the same time	E
Strong communication, presentation and person skills	E
Able to make full use of Microsoft Office programmes and related Apps	E
Experience of providing information, advice and support to clients in some context	E
Experience of managing your own time	E
Experience of case work in community care or related issues	E
Experience of managing multiple strands of work	E
Experience of using Microsoft Office and related apps	E
Knowledge of the advice sector	E
Knowledge of learning disability	D
Knowledge of general social care issues and other issues of importance to Mencap's beneficiaries	E
Knowledge of different ways to communicate with people with a learning disability or sensory impairment	D

Qualifications

Essential/Desirable

University degree in the law or other related subject

E