



## **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. Casework will make up 50% of this role.

The casework we do is pre-action including letters before action and submissions. Where we are unable to resolve the issues we refer to organisations with legal aid contracts for litigation. We deliver advice by telephone and digitally and very rarely work face to face.

This role is also an exciting opportunity to play a key role in our work to promote rights awareness and deliver legal capability training to older and disabled people, their families, and care providers. The successful candidate will spend 50% of their time developing content for our award winning legal information chatbot, our online training platform, and other resources that we use to deliver our public legal education programme. The successful candidate will work in collaboration with specialists in the fields of UX design and training delivery to make sure that the resources we create meet the highest standards of both legal information and accessibility.

## **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 correspondence / written submissions.
  - Ensuring individuals and professionals understand the legislation underpinning the case.
  - Identifying and preparing witnesses, if necessary.
  - Attending meetings (normally online) in cases where appropriate.
  - 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. Collaborate with colleagues and external partners to understand the requirements for content creation.
7. Deliver content on time and to the specification for colleagues to disseminate to our stakeholders.
8. Develop and maintain knowledge of AI projects and trends in online learning to maximise the value of our resources.
9. 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
Excellent written communication with a high attention to accuracy	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 those needing social care advice	E
Knowledge of different ways to communicate with people with a learning disability or sensory impairment	D
Knowledge of UX design processes	D
Experience of delivering training	D

**Qualifications****Essential/Desirable**

University degree in the law or other related subject	D
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