

Job Profile

Job holder name:	
Job title:	
Team:	Mental Health
Department:	Civil
Location:	Sheffield
Reports to job title and name:	Head of Civil Department, Graham Hogarth

Summary of role:

The job holder will provide efficient and effective legal advice, assistance and representation for private and publicly funded clients maintaining the highest standards of professional expertise and client care at all times. They can expect to run a caseload consisting of mental health law work. The job holder will be expected to make every effort to obtain a speedy result for the client, to be accessible to their clients and to maintain regular and appropriate contact with them. They will also be expected to deal effectively and considerately with people from different cultures and backgrounds.

Howells aims to provide a holistic service and senior solicitors are encouraged to work together with other fee earners, support staff and with employees in other departments to ensure the best quality service.

The job holder will be directly responsible to the Head of the Civil Department and to the Partners of the firm in general. They will also be responsible to a supervisor nominated by the firm for their day to day performance in respect of their legal work.

Responsibilities:

Casework

- Deal with correspondence and telephone queries
- Deal with clients requiring mental health law advice in person, managing the client's expectations
- Provide written advice to the client, where necessary, and manage the client's expectations
- Maintain proper diary systems i.e. court and tribunal dates, limitation dates and timetables set by courts/tribunals
- Produce documents and instructions and obtain expert reports
- Negotiate settlements with other parties
- Attend court alone or with counsel, and conduct own advocacy where necessary/appropriate
- Brief counsel, where necessary/appropriate
- Assess clients for public funding/legal representation
- Submit interim and final bills on a regular basis

Miscellaneous

- Travel to other Howells offices and other locations as required in order to carry out casework
- Keep up to date with changes in the law and procedures
- Deal quickly and efficiently with clients
- Ensure that cases are conducted in accordance with Law Society guidelines and that the regulations and procedures of the Legal Aid Agency are adhered to in respect of publicly funded matters.
- Maintain confidentiality
- Meet chargeable time and financial targets, as set by the Head of the
- Attend meetings and training sessions, where relevant to the job holder's role
- Maintain diaries, including any team diary
- Check and action files for review
- Keep up to date with data inputting
- Deal with ledger print outs for files and closing files.
- Manage own continuous professional development
- Promote Howells LLP and the work of the Mental Health team externally, with the aim of increasing the number of clients of the team and building relationships with external organisations, including referring organisations

The job holder will be expected to carry out any other tasks as reasonably delegated to them by the Head of the Civil Department.

Skills and capabilities

- Communication – written and spoken, active listening
- Problem Solving
- Ability to develop relationships
- Ability to learn
- Computer Literate
- Ability to work as part of a team
- Ability to work on own initiative
- Understanding of the firm's business and the marketplace

Competencies

These describe how a person is expected to carry out their particular role. They do not describe what a person does. Achieving higher level competencies indicates that all preceding levels are being demonstrated.

The Competency Framework document has full details of the how each competency is demonstrated. To meet the competency level expected the role holder must be meeting all the behavioural indicators of the levels preceding it.

Competency	Level
Client care – customer service	3
Quality and compliance	3

Planning and organising	3
Decision making	3
Communicating and influencing	3
Team work	3
Business development	3
Financial performance and profitability	3
Team leadership	3

The job holder is expected to perform consistently at the above competency levels.

Performance

Personal performance in the role is measured by achieving, maintaining and exceeding the expected level of:

- chargeable time
- financial targets
- competencies over a sustained time frame
- file review level 2 (overall mark in file reviews)
- demonstrating the skills and capabilities for the role

Identifying under performance highlights areas for individual development in order to ensure effective delivery of service to the client.

Employee Signature & Date:		__/__/____
Approved by Head of Department Signature & Date:		__/__/____
Approved by HR Signature & Date:		__/__/____