



**Job Title:** Legal Triage Officer

**Contract:** Fixed Term Contract to June 2022  
(with possibility of extension subject to funding)  
Hours: 37 hours pw

**Salary:** £19,500 per annum (FTE)

**Line Manager:** Business Development Manager

**Summary of Main Responsibilities:**

We are looking for a skilled legal adviser to deliver effective triage and initial advice across a range of legal areas. This role is part of our Legal Support for Litigants in Person (LSLiP) project, to provide early legal advice to vulnerable clients, particularly people living in rural areas, and to those presenting with complex, 'clustered' legal issues. You will provide initial triage, arrange appointments with Suffolk Law Centre's Legal Advisers, as well as referrals to other external agencies and law firms nationally.

**Job Description:**

**Main Duties and Responsibilities:**

1. To receive initial enquiries from new clients, keep full records and provide effective triaging and referral to and from Suffolk Law Centre's (SLC) various legal advice projects;
2. To take referrals from partner organisations across Suffolk, for example community centres, Citizens Advice Bureau and other agencies;
3. Identifying where it is appropriate to give initial legal advice and support to clients, to include research and drafting of advice letters, contacting clients to follow-up on their advice, ensuring they understand what their possible next steps are, and that they are comfortable to progress these;
4. Establishing new outreach legal triage projects, both online and in person, based at partner advice agencies across Suffolk;
5. Communicating effectively with colleagues working on the LSLiP project, and those within other teams, to ensure that clients receive the best service from SLC;
6. To input, update and maintain data held on the Case Management System including to document advice and casework, ensuring that it is compliant with the Specialist Quality Mark standard and meets the criteria set out within the funding agreements/requirements;
7. Legal tasks will include organising information, recording key dates, legal research, drafting legal documentation, interviewing clients, some negotiation

with colleagues and external agencies to get clients appointments and legal advice, and to provide assistance in preparation for legal advice; some gathering of information and evidence in preparation for advice appointments and to support legal aid applications;

8. Accurately record full details of all telephone and other contacts and further action recommended, according to SLC procedures;
9. Establishing and maintaining relations with external organisations that provide support to vulnerable people in Suffolk, to ensure that they can access the services provided by SLC;
10. Promote the LSLiP project to SLC colleagues, and to external advice agencies and other organisations;
11. Ensure that own knowledge and expertise are as up-to-date as possible in the relevant fields of law to sufficient standard to triage clients;
12. Actively participate in team meetings, briefings and training events;
13. Contribute to the development of learning materials or other resources;
14. Maintain the standard of professional service in line with relevant policies and procedures;
15. Undertake any other related duties as may reasonably be required.

**Special Conditions to Note:**

1. The post holder may be required to travel across Suffolk (and potentially across East Anglia) for which the appropriate allowances will be paid;
2. The hours of work are flexible to meet the demands of the job, and may require some evening and weekend working, for which time off will be given;
3. This job description may be subject to change in consultation with the post holder;
4. The post holder works toward SLC's commitment to Equality and Human Rights.

## **Person Specification:**

### **Essential Skills and Attributes:**

Whilst the post is open to all, we are particularly keen to attract candidates who are from backgrounds currently underrepresented in the law and who have experienced of some of the issues facing many of our clients.

- A sound basic knowledge of the English legal system, the courts and tribunal process and interpreting legislation;
- Proven experience of giving advice;
- A sound understanding of what constitutes effective advice and advocacy skills; the ability to work with all kinds of clients, and to empower them to understand legal remedies to their issues;
- Ability to show empathy to clients, both over the telephone and in person; to demonstrate active listening and ask appropriate questions to gain a full understanding of the client's legal issues;
- Ability to discern legal issues from a large amount of complex information provide by a client;
- Ability to learn quickly and to undertake the necessary research;
- Ability to follow instructions accurately and to absorb large amounts of complex information quickly whilst ensuring attention to detail;
- Ability to write succinct and accessible letters/reports;
- Excellent networking skills;
- Ability to work independently with limited supervision;
- Adherence to management guidance structures in line with SLC professional employment standards, policies and procedures;
- Strong IT skills, including Excel and Microsoft Office;
- Experience of working to demanding time scales in a pressurised environment.

### **Desirable Skills and Attributes:**

- English Law Degree or equivalent;
- Background in specialist advice i.e. legal or Citizens Advice;
- Experience of using a Case Management System;
- Experience of working with communities/individuals who are affected by discrimination and/or agencies working in the voluntary or statutory sector in a relevant field of work;
- Some knowledge of the workings of public, private and voluntary organisations;
- Full Driving Licence and own car.