

LEGAL VOLUNTEER - DESCRIPTION OF TASKS

This placement creates an ideal opportunity for gaining legal experience in a busy community Law Centre whilst also developing existing skills.

Working under the direct supervision of a Caseworker, the role of the legal volunteer is to provide assistance to Caseworkers, who will provide you with a work plan. You will also receive support and ongoing supervision from the General Office Supervisor. There may be occasions where you are required to provide administrative support at Reception or for the Administration group. This will be agreed between your Casework supervisor and the General Office Supervisor.

A professional approach to this work is essential as is the ability to deal with telephone calls and clients in a calm and sensitive manner. **We require a minimum commitment of at least six months for two days per week.** Working hours and days can be arranged by mutual agreement, and we aim to be flexible in accommodating existing commitments. However normal attendance is between 9.30am and 5.30pm. Volunteers would be expected to be supportive of the Law Centre's work and of our client's needs.

We operate an Equal opportunities policy to which both paid workers and volunteers are expected to be committed. We have a no smoking policy.

Due to the nature of our work, volunteers will be expected to sign an undertaking of client confidentiality - no information relating to any files or clients may be disclosed to third parties without the express consent both the client and the Law Centre.

Responsible to: Casework Group Supervisor and Dermot Morrow, General Office Supervisor

Legal Casework

This may include (under supervision):

- Assisting with legal and other research
- Attending clients and taking instructions
- Drafting statements, letters etc.
- Liaising with external agencies
- Attending court, where appropriate
- Preparation of client files for caseworker eg. Opening and closing files
- Occasional clerking
- Other casework-related tasks as necessary

There may also be an element of Reception & Administrator support.

This will include:

- Assisting clients in-person and by phone
- Taking clients details and passing messages on to caseworkers
- Giving general information about Law Centre Services
- Signposting clients to other agencies, where Law Centre cannot assist
- Assisting with incoming and outgoing mail
- Photocopying, filing & assisting with other routine Law Centre admin tasks

LEGAL VOLUNTEER - PERSON SPECIFICATION

The person specification details the minimum knowledge or experience required to successful placement as a legal volunteer.

Please use this specification when completing your application form, ensuring that you address all of the essential criteria. Our decision on whether you are suitable for a placement is dependent on whether you meet all of the essential criteria.

If you feel you would be able to match the essential criteria but you not have direct working or educational experience, please mention this on your form.

	Skills/Experience	Essential	Desirable
1	Some legal academic background ie. Law degree, Diploma or equivalent	*	
2	Office experience and willingness to undertake administrative tasks. High standard of customer service skills and a professional approach towards providing reception and telephone service, when required	*	
3	Ability to work under close supervision and recognising when to seek support	*	
4	Good communication skills. Ability to communicate with clients, other professionals and organisations	*	
5	A non-judgemental approach	*	
6	Ability to deal with clients in a professional manner and manage stressful situations appropriately	*	
7	Commitment to the aims of the Law Centre and to the Law Centre's client group - many of whom are on low income and from a variety of ethnic backgrounds	*	
8	Understanding of the importance of maintaining client confidentiality and willingness to sign confidentiality agreement	*	
9	Ability to speak a community language such as Bengali or Somali		*
10	Proactive approach towards ensuring our Equal Opportunities Policy is continually applied in all areas of your work	*	