

Caseworker

Advocate is a national charity which matches volunteer barristers eager to undertake pro bono work with those who need legal assistance but cannot obtain public funding (legal aid) and cannot afford to pay for it.

An opportunity exists for a determined, organised and enthusiastic individual to join the casework team. Previous experience assisting vulnerable people and scrupulous attention to detail are a must as you will liaise with pre-volunteered panel of over 4000 barristers, clerks and other stakeholders on a daily basis. You will report to a Senior Caseworker and work closely with the dedicated and friendly Advocate team.

You will be responsible for a caseload in General Common Law (Chancery, Commercial, Real Property etc).

This role is a full-time, permanent position. You are expected to work 35 hours per week (excluding lunch break) Monday – Friday. We are operating as a hybrid office at the moment and would expect you to come into the office at a minimum once a month, but for the right candidate there is some flexibility.

For an application form and further information please visit [**www.weareadvocate.org.uk**](http://www.weareadvocate.org.uk)

Closing date: Monday 29th November 2021

Interviews: w/c 29th November & 6th December 2021

Start Date: asap

Salary: £27,000 per annum **year 1 rising to £30,000 by year 3.**

Advocate is an equal opportunities employer.



Application Form: Caseworker

Please read the accompanying person specification and job description before completing this application form. To ensure equal opportunities in recruitment, we request that all applicants complete the Equal Opportunities Monitoring Form provided.

Please submit the completed **Application Form** and **Equal Opportunities Monitoring Form** by **11.59pm on Thursday 25th November 2021**

### Email: [Recruitment@weareadvocate.org.uk](mailto:Recruitment@weareadvocate.org.uk)

### If you have any queries regarding this role or the application process, please address them to [Recruitment@weareadvocate.org.uk](mailto:Recruitment@weareadvocate.org.uk)

Part A: About You

Full name:

Address:

Mobile No:

Email address:

Please tell us why you would like to join our team at Advocate and what you hope to gain from the experience (250 words or less)

Part B: Education & Qualifications

Further education / professional qualifications

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| **From** | **To** | **Institution and Qualification** |
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Other qualifications / membership of professional bodies

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| **From** | **To** | **Qualification / Membership** |
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Training courses including in-house training

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| **From** | **To** | **Course and Grade / Level** |
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Part C: Employment History and Experience

Present or most recent employment

Name of Employer:

Address:

Job Title:

Basic salary p.a.:

Date started:

Until:

Notice required:

Reason for leaving:

How many hours did you work per week:

Brief description of duties and responsibilities:

Previous Employment continued

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| **From** | **To** | **How many hours did you work per week?** | **Employer & Address** | **Position and Description of Duties** | **Reason for leaving** |
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Please continue on a separate sheet if necessary

Part D: Voluntary Work Experience

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| **From** | **To** | **How many hours did you volunteer per week?** | **Organisation** | **Position and Description of Duties** |
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Please continue on a separate sheet if necessary

Part E: Experience and Skills

Please indicate (with examples of your experience) how you believe you satisfy the requirements of the Person Specification, keeping in mind the Job Description.

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| Knowledge and experience (250 words only) |
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| Skills and abilities (250 words only) |
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| Personal qualities (250 words only) |
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References

Please give names and addresses of two referees (we will not contact them without your further permission)

Name:

Relationship to you:

Email:

Phone:

Name:

Relationship to you:

Email:

Phone:

### How did you learn of this vacancy?

**When are you able to start a role with us?**

**Your right to work in the UK**We have a legal obligation to check that individuals have a right to work in the UK before we employ them. Please confirm that you have a right to work in the UK and that you have documentary evidence for this (either a British/EU passport or visa/appropriate documentation).

**“I confirm that I have a right to work in the UK and that I have documentary evidence for this” Yes / No**

**Our approach to your personal data**

1) Advocate relies on Contract as the lawful basis for processing your personal data so that Advocate can assess whether you are a suitable candidate for this role.

2) As data controller we process candidates’ personal data with the objective of selecting the best candidate for the role.

3) To find the best candidate, Advocate must assess each candidate who applies for the role and will follow the Recruitment Policy to ensure this process is fair and transparent.

4) Contact details are processed to enable us to contact selected candidate for interview or inform those not selected for interview that Advocate will not be processing their application further.

5) During the interview process, Advocate will assess the candidates further and will take separate (typically handwritten) notes about their interview performance for the purpose of selecting the best candidate. These notes are then scanned and saved in Advocate folders. The physical copies are confidentially destroyed.

6) If and when a candidate is selected for the paid role, contact details are processed again to request the candidates’ express permission to contact their references.

7) Referrers will be contacted and if satisfactory, the candidate will be invited to commence employment with Advocate.

8) More information about the way we handle your data can be found in our Privacy Notice (found on <https://www.weareadvocate.org.uk/privacy.html>). .



Job Description: Caseworker

**Reporting to:** Senior Caseworker

**Job purpose:** To process applications to Advocate effectively and efficiently so that the organisation provides the highest quality service to those it aims to help

1. **Case management**
   1. Processing applications received from applicants as part of a team of caseworkers dealing with specific tasks and managing these cases via an electronic case management system.
   2. Sensitively and clearly communicating effectively with applicants, solicitors, referral agencies, courts, barristers and others.
   3. Liaising with other caseworkers, management, reviewing barristers and panel members regarding applications.
   4. Where cases meet Advocate’s criteria, identifying appropriate volunteer barristers to assist, and advertising cases to such volunteers.
2. **Development work**
   1. Developing and fostering a positive relationship between Advocate and sets of Chambers, clerks and individual barrister volunteers.
   2. In conjunction with the Senior Caseworkers, developing links with solicitors and referral agencies & bodies such as Citizens Advice, Law Centres and MPs.
   3. Assisting with implementation of Advocate’s strategy where appropriate.
3. **Communication**
   1. Attending events to promote the work of Advocate and encourage volunteering.
   2. Liaising with other pro bono providers such as the Free Representation Unit, LawWorks and CILEx.
   3. Identifying cases suitable for internal and external publicity.
4. **Training**
   1. Providing casework training sessions for office volunteers and supervising them undertaking casework tasks.
5. **Administration and Organisation**
   1. Implementing and maintaining appropriate systems for managing casework, including appropriate filing systems.
   2. Implementing and maintaining appropriate IT databases for monitoring, record-keeping and administration purposes.
6. **Generally**
   1. Undertaking any other responsibilities as reasonably requested by the SMT.



Person Specification: Caseworker

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| **1** | **KNOWLEDGE AND EXPERIENCE** |
| 1.1 | Administrative or casework experience |
| 1.2 | Awareness of the law. Expert legal knowledge is not required. |
| 1.3 | Awareness of the Bar of England and Wales. |
| 1.4 | Experience of working with vulnerable people. |
| 1.5 | Experience of Salesforce or other similar document management systems. |
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| **2.** | **SKILLS AND ABILITIES** |
| 2.1 | Proven ability to work in a small team with competing demands. |
| 2.2 | Proven ability to work in a busy environment and stay organised under pressure. |
| 2.3 | Excellent email and telephone etiquette. |
| 2.4 | Proven ability to communicate with a wide range of people and to liaise with other organisations. |
| 2.5 | Proven ability to prioritise effectively and meet deadlines. |
| 2.6 | Proven ability to cope with stressful situations. |
| 2.7 | Competent IT skills. |
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| **3.** | **PERSONAL QUALITIES** |
| 3.1 | Empathetic and driven to help vulnerable people who may be upset or angry. |
| 3.2 | Value pro bono and diversity. |
| 3.3 | Resilient, pragmatic and adaptable. |
| 3.4 | Positive and proactive can-do attitude and approach to work. |
| 3.5 | Commitment to the development of pro bono legal services. |
| 3.6 | Attention to detail. |
| 3.7 | Professional, reliable and responsible. |
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