

Kirklees Citizens Advice and Law Centre

Job description

<u>Job title</u>	Administrative Assistant
<u>Reporting to</u>	Operations Manager
<u>Location</u>	Dewsbury but occasionally there may be the necessity to work from our Huddersfield office
<u>Purpose of Job</u>	The postholder will administer the work of the Community Care and Housing teams. The postholder will provide administrative support and co-ordination to the team of caseworkers across both offices.

Duties and Responsibilities

- 1.1 To maintain work systems for the Housing and Community Care teams.
- 1.2 To act as a first point of contact for clients, courts, Tribunals, counsel/chambers, experts, interpreters and other persons contacting the team and/or its staff.
- 1.3 To assist caseworkers with creating, organising and storing client casefiles; to provide word processing and other IT support to the Housing and Community Care teams, Supervisor(s) and Caseworker(s); to provide assistance with photocopying.
- 1.4 To be responsible for maintaining the case management system for housing and community care work; monitoring work limitations; recording and monitoring disbursements; monitoring the diary and key dates; assisting casework staff with opening files and with time recording if required.
- 1.5 To provide information on the performance of the Housing and Community Care teams to supervisors and senior management as required.
- 1.6 To liaise with counsel, experts, and other third parties on behalf of the casework staff; to liaise with clients, deal with administrative queries, make appointments and arrange interpreters if required.
- 1.7 To support preparation of LAA documentation, including applications for extensions, prior authority, CLR and Public Funding Certificates under the guidance of caseworkers.
- 1.8 To liaise with cost draftsmen as required.

1.9 To support the maintenance and operation of quality procedures in the teams and ensure adherence to Lexel requirements.

1.10 To maintain security of client and other data held by the teams.

2. **Professional Development**

2.1 To attend courses on new requirements, specialist skills and the use of I.T.

2.2 To keep up to date with the changes and issues relating to housing and community care practice and procedure and Legal Aid Agency requirements.

2.3 To attend regular supervision meetings with the Housing and Community Care Supervisors and/or the Operations Manager and discuss job performance and personal career development.

3. **Research and Campaigns**

3.1 To be alert at all times to the social policy implications of issues presented by clients.

3.2 To take appropriate action to influence social policy in regard to these issues.

4. **Equal Opportunities**

4.1 To have regard at all times to the planning and execution of duties to the KCALC's Equality and Diversity Policy. In accordance with the Equality Act, reasonable adjustments will be made to facilitate the employment of disabled people.

4.2 To ensure equality of access to the services provided by KCALC to all potential clients wishing to access the services.

5. **Special Features**

5.1 In addition to the tasks and duties listed in the job description, to undertake such duties as may be identified and which are generally compatible with the functions for the post. The role requires flexibility and a willingness to undertake administrative tasks across the organisation as required.

5.2 In particular, this is likely to include covering the telephone switchboard, assisting with post in/out procedures, and supporting/directing administration volunteers.

Organisational Ethos and Expectations

As part of their role with Kirklees Citizens Advice and Law Centre all staff to :

- Have a commitment to the aims, objectives and ethos of the organisation, and follow policies, procedures and systems.
- Keep the clients' needs at the centre of all the organisation's activity, seeking to deliver the best possible service within resource and operational constraints
- Communicate well and appropriately with colleagues and clients, keeping others informed and consulting as much as possible
- Have a professional attitude, being flexible, supportive and cooperative in working together with other staff members and volunteers.
- Show respect for all colleagues, volunteers and clients in how they speak and act and always behave in a non-judgmental way
- Be willing to learn, accept constructive feedback, adapt to change, always aim to improve efficiency and quality, and take responsibility for their own work.