

## **Kirklees Citizens Advice and Law Centre**

### **Job description**

**Job title**

**Housing Supervisor**

**Reporting to**

Operations Manager

**Purpose of Job**

The Post-holder will offer housing advice and representation to clients. The post-holder will act as supervisor for all staff and volunteers undertaking casework and related duties, in line with requisite quality standards. The post-holder will provide supported casework, telephone and email advice to other providers of social welfare law assistance.

***The postholder must meet the LAA standard for Community Care Supervisors and must be an authorised litigator (as defined in the Legal Services Act 2007)***

### **Duties and Responsibilities**

- a) To ensure that all advice, assistance and representation undertaken by staff complies with the requirements of the Legal Aid Agency and other funders and regulators as relevant.
- b) To ensure proper time recording, prompt billing and reporting on outputs and outcomes.
- c) To ensure that the terms of all funders are adhered to as regards advice and casework including reports to the Chief Executive and Board of Trustees.
- d) To participate in staff meetings, formulating policy and allocation of tasks.
- e) To be responsible for own word processing, filing and case-recording with assistance from other staff and volunteers when appropriate and available.
- f) To provide training, support and mentoring for all staff and volunteers undertaking casework and related duties; to carry out monthly file reviews as set out in the Office Manual for all staff undertaking casework; and to support the Senior Solicitor in line managing staff and volunteers undertaking casework and related duties.
- g) To provide presentations, seminars, training and articles for publication in relation to relevant areas of law when required.

### **3. Advice & Casework**

- a) To provide advice and representation to clients in the Kirklees area.
- b) To provide supported casework, telephone and email advice to workers and volunteers of first tier advice agencies providing social welfare law assistance.
- c) To assist clients in liaising with other people and organisations to resolve their problems where possible.
- d) To represent clients at tribunals and courts as and when necessary.
- e) To visit clients at their homes, at reception centres, or at outreach sessions at other agency premises as appropriate and generally ensure proper access to the service.
- f) To attend Counsel's Chambers with clients as appropriate.
- g) To co-ordinate training to staff and volunteers and to front line staff and volunteers of other agencies in the catchment area.

### **4. Professional Development**

- a) To attend courses on new legislation, specialist skills and the use of I.T.
- b) To keep up to date with the changes in relevant legislation and other relevant issues
- c) To maintain readership of relevant journals and other relevant legal publications.
- d) To attend regular supervision meetings and discuss job performance and personal career development.

### **5. Social Policy**

- a) To be alert at all times to the social policy implications of issues presented by Clients.
- b) To take appropriate action to influence social policy in regard to these issues.

### **6. Equal Opportunities**

- a) To have regard at all times to the planning and execution of duties to the Equality and Diversity Policy. In accordance with the Equalities Act, reasonable adjustments will be made to facilitate the employment of disabled people.

- b) To ensure equality of access to the services provided to all potential clients wishing to access the services.

## **7. Special Features**

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.

### **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-judgemental 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.