

Kirklees Citizens Advice and Law Centre

Job description

<u>Job title</u>	Senior Housing Caseworker
<u>Reporting to</u>	Housing Supervisor
<u>Purpose of Job</u>	The Post-holder will offer housing advice and representation to clients.

Duties and Responsibilities

- a) To deliver and manage a caseload of housing matters under KCALC's housing Legal Aid contract.
- b) To liaise with external firms/organisations, as appropriate, to advance clients' housing issues, eg. Landlords, solicitors, local authorities, support agencies
- c) To maintain housing files, keep good quality records and record time in line with internal procedures and LAA requirements, using KCALC systems
- d) To represent at court as and when necessary.
- e) To attend on clients at contact centres and outreach locations or other agencies' premises, as appropriate. This is subject to change. Current contact centre locations are Dewsbury and Huddersfield. KCALC also holds a Legal Aid outreach contract for Calderdale.
- f) To instruct and attend on Counsel, as appropriate.
- g) To assess clients for public funding/legal representation, prepare Legal Aid applications and keep up to date with requirements for undertaking Legal Aid casework
- h) To provide guidance/support as necessary to volunteers and members of the housing casework team
- i) To attend courses on new legislation, specialist skills and the use of I.T.
- j) To keep up to date with the changes in relevant legislation and other relevant issues
- k) To maintain readership of relevant journals and other relevant legal publications.

- l) To attend regular supervision meetings and discuss job performance and personal career development.
- m) To be alert at all times to the social policy implications of issues presented by Clients.
- n) To have regard at all times to the planning and execution of duties to the Equity, Diversity and Inclusion Policy. In accordance with the Equalities Act, reasonable adjustments will be made to facilitate the employment of disabled people.
- o) To ensure equality of access to the services provided to all potential clients wishing to access the services.

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.