



Job Title:	Triage and Outreach Officer
Contract:	Fixed Term Contract 1 year with possibility of continuation subject to funding. 35 hours per week, Job Share Welcome
Salary:	up to £28,000 per annum
Line Manager:	Director / Supervising Solicitor
Office	Hanwell Community Library with outreach at Ealing Foodbank

Summary of Main Responsibilities:

We are looking for an adviser who has the skills, knowledge and expertise to provide initial advice to service users who are seeking legal advice on a range of issues such as housing, welfare and immigration rights, and the ability to provide an effective triage service, and help carry out legal aid eligibility assessment for cases which have been accepted by Ealing Law Centre (ELC).

The Triage Officer will work closely with ELC staff and Hanwell Community Library Development Worker to assist service users seeking legal advice. The Triage officer will take referrals, meet with clients, take note of the problem they are seeking to resolve and identify associated legal issues, carry out initial triage and where appropriate, arrange appointments with Ealing Law Centres' Solicitors, and advisors and/or make referrals to other external organisations and agencies and law firms locally and nationally. The Triage Officer will also work on our Help through Crisis project seeing clients at Ealing Foodbank and playing a key role in this consortium.

Whilst the post is open to all, we are particularly keen to attract candidates who are from backgrounds currently underrepresented in the law and who have experienced some of the issues many of our clients face.

Job Description:

Main Duties and Responsibilities:

1. To be the first point of contact for referrals and queries about ELC's services from Hanwell Community Library.
2. To provide assistance at Ealing Foodbank and take part in partnership meetings for Ealing's Help through Crisis Project.
3. To assist clients who are digitally excluded to access online service at the Library.
4. To take initial details from new clients, and document these instructions
5. Maintain full records of clients being assisted
6. Provide an effective triaging and referral service to Ealing Law Centre.
7. To input, update and maintain data held on the Case Management System(s) including documenting advice and casework undertaken,
8. Ensuring that work completed meets the criteria set out within the funding agreements/requirements and is documented in line with Specialist Quality Mark standard and;
9. To accurately assess eligibility for legal aid in areas of law where legal aid is available and obtain appropriate evidence of means for Legal Aid Agency purposes.
10. Other responsibilities and tasks will include organising information, recording key dates, legal research, drafting legal documentation, interviewing clients, some negotiation with colleagues and external agencies to secure clients appointments for legal advice, and collating information from the client in preparation for legal advice including gathering of information and evidence to support legal aid applications;
11. Assisting with external events;
12. Accurately recording full details of all telephone enquiries and contacts with the Law Centre including note of any recommended actions
13. Liaising with external organisations and dealing with referrals in to ELC;
14. Provide general support to the running of ELC and Hanwell Community Library including attending meetings and events such as the Annual General Meeting and/or other county or regional events.
15. Actively participate in team meetings, briefings and training events;
16. Contribute to the development of learning materials or other resources such as the volunteer handbook;
17. Attend and participate in training to ensure that your own knowledge and skills are maintained to meet professional standards and continued professional development requirements, and sufficient to support the triage service.
18. Maintain the standard of professional service in line Ealing Law Centre policies and procedures;
19. Undertake any other related duties as may reasonably be required.

Person Specification:

Essential Skills and Attributes:

- A sound basic knowledge of the English legal system, the courts and tribunal process
- At least one year of experience giving advice to members of the public;
- Demonstrate an understanding of the benefits of effective advice and advocacy skills, patience and tact, to be able to work with a diverse range of service users and have an understanding of the importance of empowering clients;
- Can show breadth of basic subject knowledge regarding issues faced by individuals seeking services delivered by Ealing Law Centre (i.e. Welfare Benefits, Community Care, Wills & Probate, Housing etc.);
- Ability to learn quickly and to undertake research;
- Demonstrate the ability to follow instructions accurately, the ability to absorb large amounts of complex information quickly whilst ensuring attention to detail;
- Demonstrate the ability to write letters/reports and analyse complex information promptly;
- Demonstrate strong verbal communication skills and a good telephone manner;
- Demonstrate excellent written communication;
- Demonstrate excellent networking skills;
- Demonstrate the ability to work on own initiative as well as part of a team, and ability to work independently with limited supervision;
- Ability to follow and adhere to management guidance structures in line with ELC professional employment standards, policies and procedures;
- Show excellent office IT skills to include use of up to date technology such as Word and Excel etc.;
- Experience of working to demanding time scales in a pressurised environment;
- Demonstrate an understanding for respect for confidentiality ;
- An ability to empathise with clients;

Desirable Skills and Attributes:

- English Law Degree or equivalent;
- Background in specialist advice i.e. legal or Citizens Advice Bureau;
- Experience of using a Case Management System;

- Experience of working with communities/individuals who are marginalised, affected by discrimination and/or of working with agencies in the voluntary or statutory sector in a relevant field of work;
- Some knowledge of the workings of the public, private and voluntary organisations.
- Knowledge of the Local Council's policies, procedures and decision making processes in areas of housing and welfare rights.

How to Apply

To apply for this role

Please complete the online application form at <https://ealinglawcentre.org.uk/vacancies/> or

Download and send your completed application to operations@ealinglaw.org.uk with the subject heading Application for Triage and Outreach Officer

If you require an application form to be emailed to you, please email us via our website www.ealinglawcentre.org.uk with the subject heading Application Form request for the post of Triage and Outreach Officer

This role is open for Job Share please specify if you are interested in Job Share