



Personnel Specification

Title of post: Homelessness Prevention Paralegal

Department/Unit: Housing

| Requirements | Essential | Desirable |
|--|---|---|
| Qualifications / Education / Training | Degree level | Relevant legal training /training in advice work |
| Knowledge required | Working knowledge of using windows, Microsoft office, Outlook and file management systems | Knowledge of housing, Welfare Benefits or Debt law. |
| Experience required | Working in a professional / client facing service | Experience of working in a legal aid agency. |
| Skills and aptitudes | <p>Excellent oral and written communication skills</p> <p>Ability to relate to a wide range of clients and manage their expectations</p> <p>Ability to handle difficult clients</p> | <p>Able to drive or organise own transport around the catchment area</p> <p>Understanding of the voluntary / not-for-profit advice sector</p> |

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| | <p>Excellent client care skills</p> <p>Ability to prioritise own workload</p> <p>Excellent organisation skills, including managing a caseload</p> <p>Ability to work calmly under pressure</p> <p>Ability to self-service and produce own documents</p> | <p>Ability to input information onto Case Management Systems.</p> |
| <p>Personal qualities required</p> | <p>Commitment to providing excellent client care</p> <p>Willingness to work co-operatively in a team</p> <p>Willingness to learn</p> <p>Commitment to professional development</p> <p>Commitment to working for claimants</p> <p>Motivation to join and share ethos of Derbyshire Law Centre</p> | |