



## Personnel Specification

**Title of post:** Housing Paralegal

**Department/Unit:** Housing and Debt

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

	<p>Ability to work with clients with complex needs</p> <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 work independently</p>	<p>Ability to input information onto Case Management Systems.</p>
<p><b>Personal qualities required</b></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>	