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1 Rose Hill East, Chesterfield, S40 1NU

  **JOB DESCRIPTION**

**Job title**    Debt Caseworker

**Team** : Debt

**Reports to** Sally Preece

**Key relationships**  All legal teams, admin, front of house and external professionals, Clients

**Contract Type**   Fixed Term until 31 March 2028

**Review**  yearly review in line with appraisals or other changes

**Job Summary**

The role requires you to assess and provide debt and legal advice to clients on money and debt issues across the catchment area of the Law Centre (DLC) under the terms of MaPs funding.

**Who we are**

Derbyshire Law Centre is a forward thinking, welcoming and positive not-for-profit legal charity.  It is held as a flagship Law Centre by the Law Centres Network. Specialising in Social Welfare law, (Debt, Discrimination, Employment, Housing and Immigration), it delivers its services throughout Derbyshire. The Law Centre is passionate about using the law to achieve positive outcomes for clients, regardless of their personal or financial situations.

 **Location of the role:**

 Your main office is Chesterfield but you can be based in any office, whether that be the Law Centre’s office in Chesterfield or outreach offices across Derbyshire, where deemed necessary dependent on projects and/or funding requirements. You may also have to attend court as and when required (and if relevant to your role) as instructed by the Law Centre. The role is suitable for hybrid working – see policy

**Key responsibilities and Values**

In conjunction with the Law Centre’s other employees, you will,

* Align with the Law Centres values and a commitment to impact our strategic aims of the service.
* Uphold the Law Centre’s professional image and reputation
* Develop and maintain good client relations through support, confidence, trust and going that extra mile
* Be flexible. Whilst remote and flexible working is at DLC’s core, we require our staff to meet client and service needs.
* Behave in a professional manner and adhere to the SRA guidelines.
* Maintain knowledge for your area of law/profession and understand the professional support you require for your CPD.
* Always maintain confidentiality.
* Maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive of all.
* Work in line with our Lexcel quality mark.
* Demonstrate commitment to DLC’s Equality, Diversity and Inclusion Policy.
* Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request
* Ensure the Law Centre is complying with General Data Protection Regulations
* You have a statutory duty to observe all health and safety rules, attend appropriate training courses and take all reasonable care to promote the health and safety at work of yourself and your fellow employees.
* Follow our safeguarding policy at all times when working with vulnerable clients.
* In line with the other team members, we ask you to be flexible and prepared to take on other roles as needed.
* Supervise, train and support volunteers as appropriate
* Provide talks and training to external groups as appropriate.
* Attend meetings, training, conferences and events in relation to your professionalism and the charity.
* Use DLC systems and ensure they are up to date for auditing purposes. Keep detailed information for reporting purposes. Undertake own administration including word processing and maintaining records.
* Participate in an induction programme and such further training and support as required and appropriate.
* The post requires you to undertake any other duties as agreed between the post holder and the BOT, in consultation with the relevant trade union where necessary.

**Role Autonomy or Decisions Made:**

The postholder needs to be self-motivated, able to work on own initiative as well as part of a team, and able to manage work priorities and meet performance targets set.

**Main Duties**

* See and speak to clients and third parties, and assess, advise and undertake casework as appropriate to the highest standards
* Not speak to or behave towards clients or others in an inappropriate way
* Attend court if required by your job role and you are appropriately qualified.
* Ensure that a high-quality standard of legal service is delivered in both your own work, and work that you supervise, keeping in line with professional requirements (including as appropriate to your role, the Solicitors Regulation Authority (SRA), the Legal Aid Agency (LAA), the Immigration Advice Authority (IAA), Lexcel, and the Money and Pensions Service (MaPS)
* Maintain case records in line with the requirements of the above stated bodies, as well as for internal billing and monitoring purposes, and the requirements of funding and any Service Level Agreements.
* Maintain well-ordered files/case records, whether paper based or electronic, for billing and monitoring purposes, and the requirements of funding and Service Level Agreements, Legal Aid Agency, Lexcel, MaPS, or IAA as appropriate.
* Work in line with the Lexcel Quality Mark, and the Quality requirements of any other relevant bodies
* Maintain and run own case load, including drafting pleadings, drafting witness statements, negotiating, advising and instructing counsel or advocates as necessary
* Provide high standards of advice and client care in all dealings with clients and third parties
* Attend conferences as required by SLT relevant to y our role.
* Have a working knowledge of publicly funded work and have the ability to service privately funded cases, relevant to your role
* Provide initial legal advice by telephone, in writing and in person on a wide range of legal issues as required via various funding sources.
* Undertake data collection and monitoring in conjunction with team and partner organisations.
* Ensure compliance with funding guidelines, regulatory standards, and client care protocols.
* Signpost to other services where appropriate e.g. Domestic Abuse Services, Drugs and Alcohol Support, Mental Health, Benefits Advice, Gambling Awareness, family law etc.
* Be responsible for maintaining your own CPD records as required by your professional body or other requirements eg: LAA ALS.
* If required by your role, to supervise other staff members

Debt Caseworker/Solicitor

* Provide debt and legal advice to clients on money advice and debt issues across the catchment area of the Law Centre.
* Provide debt advice under the terms of Money & Pensions Service (MaPS) funding.
* Undertake appropriate training for the post, particularly the requirement to undertake 16 hours per annum of debt related CPD, as required by MaPS.
* Comply with all quality standards and contract expectations of MaPS.
* Have a working knowledge of MaPS funding.

Have a good working knowledge of money and debt advice,and be able to meet the standards required by the Financial Conduct Authority (FCA), and MaPS.

* This Job Description does not include all duties and responsibilities. You may be required to perform other related duties as assigned and help cover additional tasks. This Job Description does not form part of the Contract of Employment

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