

Job Description



| | |
|-----------------------|---|
| Post | Paralegal |
| Reports to | Cost of Living Crisis Clinic Consultant (Solicitor) |
| Salary | £16.00 per hour |
| Hours per week | 16 hours per week over 5 days (Monday to Friday) |
| Contract type | 12 month fixed term contract |
| Location | North Kensington / Old Street |

An exciting opportunity has arisen to join a community-guided organisation, with an ambitious and exciting vision, in the heart of Portobello, West London.

Westway Trust is a charity that was established to steward the 23-acres of space under the Westway flyover and works together with the local community to enable North Kensington to thrive. We dedicate ourselves to the social, environmental and economic wellbeing of this vibrant community. To deliver our ambitions we work with around 80 member organisations ranging from community groups and residents' associations to schools and sports clubs, as well as other local groups and people.

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 34 offices, 32 shops, community stables and a skate park.

We want to encourage the communities around us to engage with us and consider us a place that offers them the chance to be physically fit, build health awareness and a healthy lifestyle, participate in the arts, social justice and culture and access economic opportunities as well as opportunities for progression and learning.

Job purpose

Reporting to and supporting our Cost-of-Living Crisis Advisor, you will co-ordinate the delivery of our busy Cost-of-Living Crisis Clinics, used by clients who need assistance to make successful applications for: welfare benefits; social housing; lower utility and broadband tariffs; and crisis and general grants. Additionally, we offer advice and representation to those who need disability appeal representation and social housing disrepair and housing allocation legal advice.

You will work with a wide range of people internally and externally, providing support and supervision to volunteer advisers and helping clients, whilst co-ordinating the efficient service delivery of our Cost-of-Living Crisis Clinics.

This role is central to Westway Trust's commitment to deliver activities and events to the benefit of the North Kensington community. You will also work from and help to co-ordinate the delivery of our Cost-of-Living Crisis Clinic at our outreach site, St Luke's Community Centre, EC1V.

Principal accountabilities

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility as by the nature of this role, the Paralegal will be expected to take ownership of the areas of accountability below, and to develop it in line with the needs of Westway Trust and the communities of North Kensington.

Core duties for Paralegal for Cost-of-Living Crisis Clinics

General Duties

- Being the initial point of contact; receiving calls and emails from clients and referring agencies, and booking client appointments in an efficient and timely manner

- Setting up and clearing away after Cost-of-Living Crisis Clinic sessions, (currently, Tuesdays, at St Luke's Community Centre, 90 Central Street, Islington, EC1, and Wednesdays at Westway Trust, 1 Thorpe Close, Ladbroke Grove, W10). Sessions start at 9.00am and finish around 1.00pm
- Meeting, greeting and orienting (showing where the facilities are and H&S guidance) clients and volunteers
- Triaging clients on to our database and referring clients who are out of scope to other relevant organisations
- Assisting clients to complete online and paper forms both face-to-face and remotely
- Liaising in a positive manner with our stakeholders, eg. clients, other teams within Westway Trust, our funder, a City Law firm, and our hosts, Westway Trust and St Luke's Community Centre
- Responsibility for monitoring our work, completing simple reports, writing case studies, making sure volunteers complete their data entry after advising clients, and running case management statistics using AdvicePro, our case management system) (training on AdvicePro will be provided)
- Recruiting, inducting, training and supervising volunteers both corporate (from the City) and lay (students and local residents)
- Casework; writing up case notes about clients helped
- Publicising our service
- Attending relevant meetings and training and keeping resources up-to-date
- General administration including: photocopying, scanning and record keeping, and coordinating the general day-to-day activities of the Cost-of-Living Crisis Clinics
- Effectively contributing to make our Cost-of-Living Crisis Clinics high performing in line with the values of Westway Trust
- Any other duties as may reasonably be required

Appeals & Representation Duties

Responsibility for our legal appeals representation service, including:

- Publicity
- Triaging clients, including reading appellant's hearing bundles to assess the merits of their case
- Case management of appellants' appeal cases, (ie, smooth management of appellants' cases from inception to post-hearing)
- Attending hearings
- Guiding and case managing lawyers/law students on applications for leave to appeal/set aside to the Upper Tribunal/Judiciary, (from the Lower Tribunal). Full training will be given

| |
|-----------------------------|
| Person specification |
|-----------------------------|

You will need to have the right blend and balance of strong administration skills with excellent interpersonal and customer-facing skills and legal knowledge, working for a charity supporting and enhancing the lives of people in the local community.

Wanting to become a solicitor is highly desirable.

Qualifications: You will have or be working towards a law degree or equivalent.

Knowledge and Experience:

- A good understanding of the law in any jurisdiction
- Experience of providing an efficient, customer focused service, with a personable and collaborative approach and ability to provide, develop and maintaining friendly positive relationships with customers, staff, volunteers and other stakeholders
- Good time management and organisational skills
- Excellent administrative skills
- High level of IT skills. Experience of using Microsoft Word, Excel and PowerPoint and database software (we use AdvicePro)

Personal Skills:

- Good communication and presentation skills, orally and in writing
- Good people management/awareness skills

- Ability to work independently and on own initiative with minimum supervision
- Ability to work as part of a team in a multi-cultural and diverse environment
- An inquisitive mind and good problem solver
- Interest in civil law
- Good memory and research skills
- Demonstrable understanding and commitment to equality, diversity and inclusion
- Connections to/understanding of North Kensington or the surrounding area is highly desirable

The ideal candidate will demonstrate the Trust's Values— Courage, Equity, Integrity, Openness and Sustainability - at all times in their work and behaviours.