

## **Community Care Caseworker**

**Responsible to: Supervisor**

### **Job description:**

- To undertake fee earning work for community care clients of the practice both fee paying and publicly funded.

### **Duties and responsibilities:**

- To manage all client work in accordance with detailed procedures and quality standards contained in the practice's office manual.
- To ensure that all client work is progressed expeditiously and that the client is kept regularly informed on progress and on costs.
- At all times to exercise high standards of client care in a professional and pleasant manner.
- To ensure the confidentiality and security of all documentation and information of the practice and clients.
- To achieve agreed levels of billing and time recording.
- To meet LAA requirements with regards to cost limitations on cases and make extension applications where appropriate.
- To ensure fees paid by private clients are used appropriately and in the best interest of the client.
- To maintain clear and precise communications with other personnel in the practice.
- To ensure good working relationships with external institutions and organisations.
- To take responsibility for and attend to your own training needs.
- In conjunction with the practice, to comply with the relevant training requirements of the SRA/LAA and to assist with in-house training as may be required.
- In liaison with the Principal Solicitor, to be active in promoting the services of the practice and its image and ethos.
- To carry out any other duties and responsibilities that may be required by the Principal Solicitor.
- To maintain the practices commitment to equal opportunities.
- To meet the practices requirements in terms of health and safety.

## **Person specification**

### *Essential*

- Ability to communicate effectively in oral and written English
- Ability to interview clients and witnesses to extract necessary data for the case.
- Excellent time management skills
- Ability to work with others from external agencies e.g. interpreters, experts, etc.
- At least 1 years' experience in caseworker position.
- Experience of working in a legal aid practice.
- Experience of running own cases to positive conclusion for clients.
- Experience of working with and for individuals from various cultural and ethnic backgrounds
- Proven ability to use IT effectively.
- Ability to work as part of a team.
- Ability to prioritise and manage own workload
- Willingness to travel as and when required by casework or management.
- Willingness to provide legal representation to convicted criminals

### *Desired*

- Proven track record of effective communication.
- Proven track record of interviewing.
- Proven track record of time management.
- Proven track record of working with external agents.
- At least 2 years' experience in caseworker position.
- Experience of undertaking community care work