



Job Description

Role	Housing Solicitor/Housing Legal Caseworker and Pro Bono Lead
Reporting to	Service Delivery Manager
Salary and Contract	£34,000 per annum (pro rata) 2-year Fixed Term Contract
Location	Part-time: One-day (+) Remote. Full-time: if office based in Horsham
Hours	Part-Time or Full-Time; from 21 to 37 hours per week
Team overview	This role is a member of the specialist advice team in Client Services, working closely with the External Communications team.
Role overview	<p>We are recruiting a Housing advisor/solicitor with experience of working at specialist supervisor level and legal aid work to provide specialist Housing casework and develop future funding and pro bono opportunities.</p> <p>Providing specialist level high quality Housing Advice and Casework to residents including County Court representation, building partnerships with legal aid and other specialist providers to develop a presence in the range of legal interventions.</p>
Main responsibilities	Key elements/Tasks
Housing Casework	<ul style="list-style-type: none">• To undertake holistic exploration of needs and specialist level housing advice appropriate to need and funding including:<ul style="list-style-type: none">• Security of Tenure• Housing Options• Rent and Mortgage Arrears• Succession• Disrepair• Income maximisation checks

	<ul style="list-style-type: none"> • Interview clients, demonstrating an understanding of their needs and identifying their goals, options and agreeing steps with clients making informed choices. • Undertake research to deliver casework using a range of resources. • Using multiple channels to reach clients including in person, email, phone and video. Sign post and refer to services and support outside of scope. • Provide representation at County Court and in case advocacy to support a positive case outcome. • Undertake and manage a case load volume and delivering quality, drafting letters and negotiating with third parties. • Advice and casework meet specialist quality standards and Citizens Advice Quality Framework whilst meeting project KPIs. • Office Manual and case management systems are met including client engagement and advice letters, key date case management systems, client feedback. • Supervise trainees such as SQE, pro bono, law students in Housing caselaw. • Undertake case checking and Independent File Reviews. • Ensure accurate and timely data recording on case management systems. <ul style="list-style-type: none"> • To provide in-depth quality advice and ongoing casework in housing and debt, in person and by phone; taking a holistic approach addressing the root cause, ensuring all options are given to and understood by the client so they make informed choices about their situation. <ul style="list-style-type: none"> • Provide support to clients including preparing accurate financial statements, budgeting advice and progression of debt options, advising on court proceedings for debt recovery and repossessions, and income maximisation to ensure take up of benefits and options such as backdating, overpayment and sanction challenges and appeals. <ul style="list-style-type: none"> • Communicate directly with third parties on behalf of the client including negotiating with creditors or landlords and lenders for example where there is rent or mortgage arrears and liaising with solicitors or other representatives.
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Stakeholder and Partnership Working	<ul style="list-style-type: none"> • Develop and maintain professional and effective relationships with a range of stakeholders including local authorities, law firms and Housing Providers to resolve issues early and develop system improvements. • Build collaborative partnerships to work together on improving Housing in West Sussex. Ensure all internal policies and procedures are followed.
Project development	<ul style="list-style-type: none"> • Working with the wider management team to develop funding opportunities including Legal Aid. • Scope opportunities and support the development of bids via Trusts, Foundations and Local Authorities.
Pro Bono	<ul style="list-style-type: none"> • Work with local and national law firms to develop pro bono offers to support the wider service. • Train and supervise pro bono lawyers, individually and teams, to deliver projects in housing, benefits and debt clinics and casework.
Research and Campaigns	<ul style="list-style-type: none"> • Provide evidence through case studies, blogs, reports and representation in systems leadership work to bring about positive change for our residents. • Support with media interviews as agreed. • Prepare update and impact reports.
Other Duties & Responsibilities	<ul style="list-style-type: none"> • Work with the Senior Leadership Team, Development and External Engagement team members to develop strategy and plans to achieve our goals. • Demonstrate commitment to the aims and principles of the Citizens Advice service including equity, diversity and inclusion. • Ensure safeguarding issues are identified and relevant policies followed. • Ensure GDPR, safeguarding and other policies are followed. • Travel across West Sussex and to other locations as may be required.

	<ul style="list-style-type: none"> • Support and actively engage in fundraising activities across CAWS including bid writing. • Ensure own knowledge and skills are kept up to date with the latest legislation, policies and practices relating to the role, undertake training and minimum Continued Professional Development Hours.
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Person specification

Essential knowledge and experience

- At least 1 years FTE recent experience of delivering Housing Casework as a solicitor or equivalent roles.
- Able to demonstrate that you meet the Housing Law solicitor standards.
- Demonstrable experience of meeting casework targets and quality.

Essential skills and behaviours

- Highly organised, able to meet deadlines, self-service casework and use a range of digital systems including Microsoft 365, case management systems and online research tools for advice casework.
- A self-motivator but able to work in a team and support others to achieve their goals in casework.
- An empathic and professional approach to communicating with clients and third-party negotiators, achieving positive outcomes whilst maintaining good relationships.
- Excellent IT and digital skills including accurate data entry on case management systems and able to self-service work on a range of products including Microsoft Office
- Evidence of continuous improvement in your own and others work.
- A commitment to challenge discrimination and uphold our Equity, Diversity and Inclusion values.

Desirable

- Experience of developing projects and teams
- Experience of working in a charity and with pro bono volunteers