

Job Description

Job Title:	Legal Adviser
Service:	Coram Children's Legal Centre
Project:	Child Law Advice Service
Reporting to:	Manager, Child Law Advice Service
Supervisory responsibilities:	N/A
Salary Range:	£18,000
Contract	Maternity Cover (up to one year)
Hours	Full time, 5 days per week Shifts are 8 hours a day, Monday to Friday between 8am to 6pm, with 1 hour unpaid lunch break each day

Context

Coram Children's Legal Centre, part of the Coram group of charities, is dedicated to promoting the rights and welfare of children and young people through legal advice, information and practice. Staffed by lawyers and professionals with experience in child law, the Centre provides free legal information, advice and representation to children, young people, their families, carers and professionals, as well as international consultancy on child law and children's rights.

Coram Children's Legal Centre has been operating as a specialist children's legal service from its bases in Colchester and London for thirty years and became part of the Coram group in 2011.

The Child Law Advice Service is a digital first, Family Support Service, funded by The Department for Education. The service aims to provide legal information and advice to parents, carers and young people each year. This is provided via a range of mediums including free

Owner: Child Law Advice Service

Created: March 2015

Revised: August 2019

Issue:

downloadable resources on our website, and one to one legal advice with a legally trained specialist via the telephone.

Purpose of the Role:

Your primary role will be to advise parents, carers and young people who are experiencing difficulties accessing legal advice and representation in the areas of Family, Child and Education law. You will join a team of experienced legal advisors responsible for providing legal advice via our low cost telephone helpline.

You will be deployed as a Legal Advisor answering the calls that come through the telephone system. You will be provide legal advice to callers to the service, and signpost to the website if this is necessary.

Main Duties & Responsibilities:

1. Telephone & Email Advice

- Providing legal advice on family, child and education law to our service users ensuring calls & emails are signposting in line with our Digital First Approach;
- Conduct legal research to ensure accuracy of advice given and/ or liaise with our in-house solicitors on more complex issues;
- Accurately record full details of all telephone and other contacts and further action recommended, according to Coram Children's Legal Centre procedures;
- Liaise with solicitors and caseworkers to ensure that those enquirers who are entitled to legal advice and assistance receive the adequate provision;
- Liaise with the Designated Safeguarding Officer on all concerns regarding child protection; and,
- Ensure that own knowledge and expertise are up to date as in the relevant fields of law.

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- Take call transfers from volunteers/or other members of staff who are in training as required

2. Website

- Provide feedback on any changes you feel are necessary to the Child Law Advice and LawStuff website;
- Where requested, draft information pages/how to guides ensuring accuracy.

3. Representing Coram Children's Legal Centre and promoting the work of the service

- Attend meetings or appropriate external groups as directed by the CLAS Manager.
- Provide professional advice in response to enquiries from inside or outside the Coram Group.

4. Contribute to personal and team development

- Actively participate in team meetings, briefings and training events.
- Take responsibility for developing your own and other professional's knowledge and skills.

Other

- Comply with other relevant policies and procedures, i.e. Coram Children's Legal Centre's Confidentiality policy;
- Although the core duties of the post are set out within the job description, a flexible approach to work is essential. You may be required to adapt the above duties to take account of changes to working practices (e.g. introduction of new technology or new ways of working).

Person Specification

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Skills & Experience

Qualifications and Training	Essential	Desirable
• Law Degree		X
• Relevant qualification in Child, Family or Education Law	X	

Experience/Ability	Essential	Desirable
• Experience and/ or ability to provide legal advice by telephone	X	

• Experience and/ or ability to provide legal advice on family and child law	X	
• Experience and ability to work to and achieve targets regularly	X	
Additional Skills	Essential	Desirable
• Excellent organisational skills	X	
• Excellent written, oral and presentation skills	X	
• Excellent IT skills	X	
• Ability to work on own initiative and to deadlines	X	
• Ability to work as part of a team	X	

Other	Essential	Desirable
• Willingness to work outside of normal office hours	X	