

ISLINGTON LAW CENTRE (ILC)

- JOB DESCRIPTION -

DESIGNATION:	Welfare Rights Supervisor
SALARY:	£40,100 pa plus 3% Auto Enrolment Pension
HOURS:	35 per week (open to negotiation)
RESPONSIBLE TO:	Deputy Director

JOB PURPOSE:

The role is to provide a full casework service on a specific Welfare Rights project funded by City Bridge Trust aimed at Universal Credit, and to provide Supervision to at least three Welfare Rights caseworkers. The advice will include casework and follow up advice and support up to Upper Tribunal level.

The Supervisor will run at least two sessions per week as well as holding their own caseload. The Supervisor will also carry out supervision and file reviews in accordance with Lexcel procedures and provide guidance and support to the caseworkers assigned to them. The role is intended to be based in the Law Centre but may involve attendance at outreach locations.

The caseworker will also work with other Law Centre teams and will be able to refer cases to those teams where specific advice is required in those areas of law.

PRINCIPAL TASKS AND RESPONSIBILITIES

1. Undertaking Client Sessions

- 1.1 Undertake client sessions at the Law Centre.
- 1.2 Maintain clear and comprehensive case records using ILC's case recording system, including confirmation of advice in writing.
- 1.3 Maintain a review system to ensure clients' enquiries are dealt with through to completion, thus maintaining a high quality of service to clients.
- 1.4 Ensuring any project specific monitoring and data entry is carried out on the approved collection systems.
- 1.5 Monitor and ensure that the funding requirements of the project are met.

2. Undertaking Supervision of ILC caseworkers

- 2.1 Provide high quality supervision of welfare rights caseworkers within the team.

- 2.2 Undertake file reviews of assigned ILC caseworkers to Lexcel Standards in a regular and timely manner, provide feedback to caseworkers in a sensitive and informative manner, and ensure any corrective action is completed.
- 2.3 Maintain records of file reviews in a central location.
- 2.4 Ensuring ILC is represented at the Tribunal Users Group.

3. Participation in the development and planning of ILC services

- 3.1 Participating in discussions and planning meetings about the overall policy and development of ILC.
- 3.2 Participating in team meetings.

4. Administration

- 4.1 Keeping accurate statistics for information retrieval.
- 4.2 Recording and inputting statistics and other monitoring information.
- 4.3 Producing oral and written reports on your work as required.
- 4.4 Ensuring that a comprehensive and up-to date local information and referral database is maintained.
- 4.5 To be self-servicing, typing and using computers, photocopiers, faxes and other office equipment.
- 4.6 Ensuring any financial procedures described in the Quality Manual are undertaken.

5. Training and professional development

- 5.1 Provide training to welfare rights workers and community organisations as required.
- 5.2 Keeping informed of all relevant case law and legislation and tribunal procedures.
- 5.3 Keeping in touch with local issues, developments and changes in the procedures of other agencies.

6. Other

- 6.1 To uphold and promote the Aims, Principles and policies of ILC.
- 6.2 To uphold and promote the Equal Opportunities policies of ILC.
- 6.3 In addition to the tasks and duties outlined in this job description, to undertake such duties which are generally compatible with the functions of the post.

**ISLINGTON LAW CENTRE
WELFARE RIGHTS SUPERVISOR
PERSON SPECIFICATION**

Essential Requirements	
1.	At least two years' recent experience of undertaking a range of specialist welfare rights casework including negotiating with third parties, obtaining evidence, providing written confirmation of advice, and maintaining clear case records.
2.	To have substantial experience of representing clients at the First-Tier Tribunal and experience of representing clients in the Upper Tribunal.
3.	To have substantial experience in providing face to face advice to people in need of welfare rights advice and representation.
4.	To have up to date knowledge of the full range of welfare rights law with particular focus on Universal Credit and disability benefits.
5.	To have at least two years' experience of supervising welfare rights caseworkers in a constructive, sensitive, and informative manner as part of an overall team.
6.	To have the ability to collate and disseminate case law, policy developments, and operational procedures to staff in the wider Welfare Rights Team.
7.	To have a knowledge and understanding of the current issues affecting the advice sector and the problems faced by clients.
8.	To have experience of using a computerised case management system and the ability to follow procedures, as detailed in the Quality Manual.
9.	Satisfactory IT skills and the ability to be self-servicing and learn new systems.
10.	To be able to work as part of a team to encourage collaboration and discussion of developments and how they may impact on ILC and its clients.
11.	Understand, demonstrate, and be committed to ILC's aims, principles and equality policies.
Desirable Requirements	
1	Substantial experience of representation at Upper Tribunal level.
2.	Experience of having identified cases suitable for Judicial Review.
3.	Experience of housing and debt advice work.
4.	Experience of the Law Society's Lexcel practice management procedures (or Specialist Quality Mark procedures).