



Job Title: **Housing & Debt Supervisor**

Salary: **£29,000 to £32,000 depending upon experience**

Hours of Work: **Full Time – 37.5hours per week**

Location: **Derby City, South Derbyshire and Tamworth**

Applications Closing Date: **Rolling recruitment until successful candidate found**

<b>Service Aim</b>
--------------------

CAMM have extensive experience in delivering Legal Aid contract work through face to face and remote contracts. The role of the **Housing and Debt Supervisor** provides the opportunity to join our successful, growing team.

<b>The Role</b>
-----------------

- You will be responsible for supervising the delivery of the Standard 2024 and Housing Loss Prevention Advice Service contracts
- Advising, assisting and acting for clients in relation to housing and (housing related) debt matters
- Supervising a team of case workers and an administrator
- Directly reporting to the Legal Services Manager
- Legal Aid supervisor standard is essential including having supervised for at least one year or completed the supervisor course (or be willing to complete the course) and carrying out at least 350 hours of casework in the relevant category for three years

<b>Main Duties and Responsibilities</b>
---

### **Specialist legal advice and casework**

- To supervise a team of caseworkers and administration staff to ensure the delivery of the HLPAS and Standard contract relating to housing and debt.
- Advise and act on behalf of clients for housing and debt matters from instruction through to completion
- Support with the supervision of the CLA Operator Service where needed (i.e. during breaks and to cover sickness, training, absence)
- To offer telephone, face-to-face and email advice where required
- To identify potential legal aid cases
- To act under full certificated matters
- To record advice and stats to a high standard
- To assist the telephone team where required
- Represent clients in the County Court including court duty for possession cases
- Build and maintain a caseload of housing matters, funded by both Legal Aid and privately where required
- To carries out duties delegated by the Legal Services Manager
- Reporting accurate data to the Legal Services Manager

## Client Relations

- To provide a high-quality legal service to all clients.
- To develop and maintain good client relationship skills, gaining clients 'confidence and that of other professionals.
- Receive requests for legal advice from current and potential clients and deciding on the most appropriate responses to make to these requests.
- Offering appropriate advice on the law, legal procedures and a wide range of associated issues.
- Research documents and case history to ensure accuracy of advice and procedures.
- Represent clients in courts where required.
- Supervise a team of caseworkers as required.

## Professional Standards

- To work and behave in a professional manner and to the highest standards of the profession.
- Comply with procedures set out in the Office Manual, Practice Manual of the Legals Services Department, professional standards and any requirement set by the Solicitors Regulation Authority (SRA).
- Carry out duties faithfully and diligently and follow all reasonable instructions.
- Treat all information about the charity and its client and their business as wholly confidential.

## Personal Development

- To have a clear understanding of what it would take to maintain your knowledge and what professional support you require.
- Support internal procedures and systems of Citizens Advice including file/case management, time recording.
- Participate in team meetings.
- Attend internal training and external training as and when required.
- Keep up to date with law and practice.
- Share information with colleagues.
- Read journals and attend courses as part of continuing professional development (CPD) and record your completed training.

### Person Specification

Specification		Essential	Desirable
1	Proven record of managing a housing caseload and meeting performance targets	<input type="checkbox"/>	
2	Ability to supervise Caseworkers and other team members and to provide the necessary support to ensure team members develop their skills and meet their performance targets .	<input type="checkbox"/>	
3	Legal Aid supervisor standard is essential including having supervised for at least one year or completed the supervisor course (or be willing to complete the course) and carrying out at least 350 hours of casework in the relevant category for three years	<input type="checkbox"/>	
4	Experience of representing clients at County Court in relation to housing matters including but not limited to possession cases, homelessness, disrepair, anti social behaviour, unlawful eviction	<input type="checkbox"/>	
5	Experience of working within a Legal Aid Contract framework	<input type="checkbox"/>	
6	Ability to organise and manage own casework	<input type="checkbox"/>	

7	Ability to work under pressure and see clients at short notice, to deal with emergency situations	<input type="checkbox"/>	
8	Good communication skills, both oral and in writing	<input type="checkbox"/>	
9	Ability to deal with clients who may present with challenging or distressing personal circumstances	<input type="checkbox"/>	
10	Current driving license and access to own vehicle for working purposes	<input type="checkbox"/>	
11	Proven commitment to personal development to include keeping up to date with legislation and trends through reading, training and take-up of opportunities.	<input type="checkbox"/>	

**Probation Period:** 9 months

**Benefits:** 28 days annual leave plus bank holidays pro rata, up to 5% pension contribution.

### Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

### Our CORE values

- ✓ **Communicate:** We will be consistent, positive, passionate, and listen.
- ✓ **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- ✓ **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- ✓ **Effective:** We will deliver quality, focus on detail and be professional.

### Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

### To Apply

If you want to chat about the role further, you can contact:

- Elizabeth Holt (Head of Implementation & Operations) 07814 918993
- Alison Winfield (Legal Services Manager) 07976823930

**Please visit our website to complete an application form:**

<https://www.citizensadvicemidmercias.org.uk/vacancies/>