

Experienced Housing & Debt Supervisor

Salary: **£40,000**

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

Location: **Supporting clients living within Derby City, South Derbyshire and Tamworth**

Place of work: **Hybrid – mixture of office and/or WFH**

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

Legal Aid supervisor standard is essential including:

- having supervised for at least one year or completed the supervisor course
- and**
- carrying out at least 350 hours of casework in the relevant category for three years (Housing/Debt)

Service Aim

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.

The Role

- 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

Main Duties and Responsibilities

Specialist legal advice and casework

- Supervise a team of caseworkers and administrative staff to ensure effective delivery of HLPAS and Standard Contract requirements relating to housing and debt matters.
- Advise clients and act on their behalf in all aspects of housing and debt cases, from initial instruction through to completion.
- Provide support in supervising the CLA Operator Service as needed, including covering breaks, sickness, training, or other absences.
- Deliver high-quality advice to clients via telephone, email, and face-to-face meetings, as required.
- Identify potential legal aid cases and progress them accordingly.
- Act on matters under a full legal aid certificate where applicable.
- Maintain accurate and comprehensive records of advice and statistical data.
- Assist the telephone advice team when required to ensure seamless service delivery.
- Represent clients in County Court proceedings, including court duty for possession claims.

- Build and manage a caseload of housing matters funded by both Legal Aid and private clients, as appropriate.
- Undertake any additional duties delegated by the Legal Services Manager.
- Report accurate data and case updates to the Legal Services Manager on a regular basis.

Client Relations

- Deliver a high-quality legal service to all clients, ensuring professional standards are consistently met.
- Develop and maintain strong client relationships, instilling confidence in both clients and fellow professionals.
- Assess and respond to requests for legal advice from current and prospective clients, providing timely and appropriate guidance.
- Offer clear and effective advice on relevant laws, legal procedures, and a broad range of associated issues.
- Conduct thorough research of documents and case histories to ensure the accuracy and reliability of advice and procedures.
- Represent clients in court proceedings as required, advocating on their behalf.
- Supervise and support a team of caseworkers as needed, promoting best practices and high performance.

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

- Proactively identify ongoing development needs and professional support required to maintain up-to-date legal knowledge and capability.
- Adhere to and support internal procedures and systems, including effective file/case management and accurate time recording, in line with Citizens Advice standards.
- Actively participate in team meetings and contribute to a positive, collaborative working environment.
- Attend internal and external training sessions as required to enhance skills and knowledge.
- Stay current with relevant legal developments and best practices, ensuring continual professional growth.
- Share knowledge and updates with colleagues to promote a culture of learning and information exchange.
- Engage in continuing professional development (CPD) activities, including reading professional journals and attending relevant courses, ensuring all completed training is appropriately recorded.

Person Specification

Specification		Essential	Desirable
1	Proven record of managing a housing / Debt caseload and meeting performance targets	X	
2	Proven 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 .	X	
3	Legal Aid supervisor standard is essential including having supervised for at least one year or completed the supervisor course and carrying	X	

	out at least 350 hours of casework in the relevant category for three years		
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	X	
5	Experience of working within a Legal Aid Contract framework		X
6	Ability to organise and manage own casework	X	
7	Ability to work under pressure and see clients at short notice, to deal with emergency situations	X	
8	Good communication skills, both oral and in writing	X	
9	Ability to deal with clients who may present with challenging or distressing personal circumstances	X	
10	Current driving license and access to own vehicle for working purposes		X
11	Proven commitment to personal development - keeping up to date with legislation and trends through reading, training and take-up of opportunities.	X	

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.citizensadvicemidmercia.org.uk/vacancies/>

