

Our ref: PM  
Your ref:  
Date: October 2020

Dear Applicant

**Re Crisis Navigator**

Thank you for your interest in joining South West London Law Centres as a Crisis Navigator, working in our Croydon office and remotely.

I am pleased to enclose:

Job Advert and Guidelines for Applicants  
Job Description and Person Specification  
Organisation Summary

You can download the application form from our website.

The closing date for receipt of applications is Monday 26 October 2020 at 12 noon. Applications should be sent by email to [recruitment@swllc.org](mailto:recruitment@swllc.org).

Yours faithfully

Patrick Marples CEO  
South West London Law Centres

**SOUTH WEST LONDON LAW CENTRES**  
***Legal Action for Local Communities***

**JOB ADVERT – Crisis Navigator**

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South West London Law Centres (SWLLC), one of the largest and most progressive Law Centres in the country, is seeking a highly motivated and proactive caseworker with broad experience to work in a pilot project as a crisis navigator to help people following housing court proceedings with welfare benefit and money issues. The project is funded by the National Lottery.

SWLLC won the highly prestigious Legal Aid Firm/Not for Profit of the year 2020 at the LALY Awards.

We can offer flexible working and generous benefits and will consider part-time applications.

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<b>POST:</b>	Crisis Navigator
<b>Salary:</b>	Up to £26,520 according to experience
<b>Term:</b>	Six-month fixed term pilot project
<b>Reports to:</b>	Debt Team Leader with functional links to the housing team, volunteers, Senior Management Team and Branch Administrators
<b>Based at:</b>	Croydon with potential outreach and delivery at other locations including Croydon County Court

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**GUIDELINES FOR APPLICANTS**

To apply, please complete the application form, which you can download from the Jobs page of our website. Your application should address what we are looking for in the job description and person specification. Applications should be sent by email to [recruitment@swllc.org](mailto:recruitment@swllc.org) by Monday 26 October 2020 at 12:00 noon.

For an informal discussion about the role, please contact [recruitment@swllc.org](mailto:recruitment@swllc.org)

**SOUTH WEST LONDON LAW CENTRES**  
***Legal Action for Local Communities***

**JOB DESCRIPTION**

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<b>POST:</b>	Crisis Navigator
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**Key Tasks**

- 1 To set up and develop within the Debt Team a pilot project to provide crisis navigation and follow-up support to people seen as part of the housing court duty scheme.
- 2 To work closely with the housing team to identify suitable people to help and support following court duty.
- 3 To provide welfare rights and grant casework and support, budgeting advice including switching and saving. You will also link people to other teams in the Law Centre and externally to help resolve the underlying problems that led to housing possessions proceedings.
- 4 To collect evidence to support the impact of the pilot project and to take part in preparing reports on the progress of the pilot.

**Duties & Responsibilities**

- 5 To ensure that all advice, assistance and representation complies with the requirements of our Lexcel quality mark.
- 6 To ensure all casework is recorded within our SOS case management system.
- 7 To ensure all records regarding the outcomes of the project are recorded on Excel spreadsheets.
- 8 To ensure that the terms of the project funding are kept to in relation to advice and casework including providing reports as required. To report on the work of the Law Centre to the management committee as required.
- 9 To participate in team meetings and to carry out file reviews in accordance with Lexcel requirements.
- 10 To participate in staff meetings from time to time.

- 11 To be responsible for your own word processing, filing and case recording.
- 12 To advise and provide training and talks to Law Centre staff and volunteers and to front line advice agency staff and the public within the Law Centre's catchment area as necessary.
- 13 To help develop relationships and working arrangements with local partners to develop referrals.
- 14 To attend meetings of coordinating bodies as required.
- 15 To share the work of maintaining everyday necessities.
- 16 To provide cover for colleagues during absences.

### **Advice & Casework**

- 17 To identify, engage, assess and induct suitable clients for the project from referrals from the housing and debt teams, people seen at Croydon County Court and other outreaches set up.
- 18 To collate monitoring and evaluation data from client interactions to provide updates for the project.
- 19 To deliver a series of advice and support sessions to overcome immediate crisis including completing relevant forms and applications and attending appointments with clients as and when necessary.
- 20 To deliver training, coaching and mentoring sessions for clients to provide long-term solutions to avoid future crisis situations.
- 21 To help clients create a personal action plan including outcomes within ten weeks of presenting in initial crisis.

### **Professional Development**

- 22 To attend courses on new legislation, specialist skills and the use of information technology.
- 23 To keep up to date with the changes in relevant legislation.
- 24 To discuss regularly with the Debt Team Leader your job performance and personal career development.
- 25 To be appraised regularly and to engage fully in this process to further personal development and maximise your contribution to SWLLC.

### **Equal Opportunities**

- 26 To have regard at all times in the planning and execution of duties to SWLLC's Equality and Diversity Policy.
- 27 Play a full role in the organisation supporting colleagues to maximise their effectiveness.
- 28 In addition to the tasks and duties listed in this job description to undertake such duties as may be identified and which are generally compatible with the functions of the post.

### **Social Policy**

- 29 To be alert at all times to the social policy implications of issues presented by clients.
- 30 To take appropriate action to influence social policy in regard to these issues.

**SOUTH WEST LONDON LAW CENTRES**  
***Legal Action for Local Communities***

**PERSON SPECIFICATION**

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**Essential Experience and Skills**

1. Familiarity with welfare systems including benefits, housing, debt, health and social care services
2. Ability to produce high-quality minutes and action points from meetings and workshops
3. Ability to work to project targets and project objectives
4. Ability to engage and support clients to develop long-term strategies for coping with crisis
5. Excellent organisational and time management skills
6. Experience of delivering advice and support projects with volunteers
7. A positive, proactive and flexible approach to working with colleagues, clients and partners
8. Empathetic, patient and caring attitude towards working with those in crisis
9. With training, ability to deliver mentoring and coaching
10. Excellent IT skills including using Microsoft Office packages Word, Excel, PowerPoint and Outlook

**Desirable Experience and Skills**

11. Experience of working with a variety of partner organisations
12. Previous experience of housing law

## **SOUTH WEST LONDON LAW CENTRES**

### **Legal Action for Local Communities**

#### **ORGANISATION SUMMARY AND OBJECTIVES OF THE POST**

We are looking to recruit a highly-motivated and proactive caseworker to set up a six-month pilot project. The National Lottery Community Fund – Covid Grants has awarded funding for a Crisis Navigator to support our housing and debt teams in our Croydon branch office for a six-month period.

The project aims to give practical help and support to people seen by our housing and debt teams in Croydon. Both teams see many people in crisis situations, but current funding limits the amount of support we can give them. The crisis navigator will help people to claim and resolve problems with welfare benefits; apply for individual grants for essentials; and give financial capability training or assistance to take the next steps to avoid their situation from deteriorating and putting their home at further risk. Most people will come through the housing court duty scheme, and this extra support and intervention will help people stay safe in their homes. You will be supported with some volunteers.

SWLLC is a community-based legal practice and a registered charity. Our history dates back to 1974 when the first Law Centres in Wandsworth were created. We became SWLLC in 2004 through the merger of a number of Law Centres in South West London. The Law Centre won the highly prestigious Legal Aid Firm/Not for Profit of the year 2020 at the LALY Awards.

SWLLC now works across six South West London boroughs (Croydon, Merton, Kingston, Richmond, Sutton and Wandsworth) helping people to understand and enforce their legal rights. In doing so, we address the root causes of social injustice – poverty, family breakdown, unemployment and exploitation. SWLLC provides full legal casework, representation and advice in the following areas of social welfare law – Community Care, Debt, Employment, Housing, Immigration & Asylum and in a limited way in Welfare Rights. We represent clients in all courts and tribunals. We also provide the housing duty solicitor schemes at Croydon, Kingston and Wandsworth County Courts giving emergency representation in possession hearings for rent and owned homes and at the warrant stage for evictions.

SWLLC delivers 15 to 18 pro bono clinics each week to provide initial advice on legal problems. There are 16 firms involved with the clinics as well as individual solicitors.

SWLLC works with and assists over 7,500 people per year.

Since COVID most of our work has been done remotely at home or from our offices. We are starting some direct contact with clients and this will expand as our offices work towards being fully open again. The post is designated to be based in our Croydon office with outreach based at Croydon County Court

SWLLC's Croydon Office is a short walk from either East or West Croydon stations.