

Our ref: PM
Date: June 2021

Dear Applicant

Re Maternity Cover Money Advice Caseworker Post

Thank you for your interest in this post to work in our Croydon office. We are looking for someone to provide maternity cover ideally from September for a period of six months that may be extended.

I am pleased to enclose:

1. Job Description and Person Specification for Money Advice Caseworker
2. Organisation Summary

This is an open process and will close once we have filled the post with a suitable candidate. You can apply to us by submitting a completed application form which you can download [here](#) or from our website at www.swllc.org/about-us/jobs/. Applications should be sent by email to 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 – Maternity Cover Money Advice Caseworker

South West London Law Centres (SWLLC), one of the largest and most progressive Law Centres in the country, is seeking maternity cover for an existing money advice caseworker post.

There is considerable demand for the work of the Law Centre. We get over 60,000 calls for assistance each year and 7,500 people are helped through services delivered by SWLLC. We help people at some of the most difficult times of their lives to resolve their legal problems. As part of a small team of caseworkers and volunteers you will seek to resolve clients' money issues through a mixture of casework and guided advice as part of the London- wide Debt Free London project funded by the Money and Pensions Service.

We are looking to fill a 1FTE post as maternity cover for a period of six months.

POST: Money Advice Caseworker

Salary: Up to £30,906 per annum for a qualified caseworker

Reports to: Money Advice Team Leader

Line Managers: Volunteers assigned to the project

Functional Links: Board of Trustees, CEO, Deputy CEO, Head of Legal Practice, Finance Manager, Team Leaders, Branch Administrators

Term: Six-month maternity cover which may be extended (subject to grant funding with the funder – Debt Free London)

Based at: Croydon with travel to our other SW London offices and outreach locations as required

The application process will close once the suitable candidate has been recruited. It would therefore be prudent to submit your application as soon as possible. The post is available ideally from September. If you would like to discuss the post further, please email recruitment@swllc.org. You should apply to us by submitting a completed application form which you can download [here](#) or from our website at www.swllc.org/about-us/jobs/

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JOB DESCRIPTION

POST: Money Advice Caseworker

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Key Tasks

- 1 To provide a targeted debt and money advice service to clients in accordance with the Debt Free London- Debt Advice Partnership under funding from a Money and Pensions Service programme. The provision of the service will be face to face and also via video, telephone, email, WhatsApp and web access.
- 2 To be part of a team including volunteers to provide advice to around 1,804 people per year.

Duties & Responsibilities

- 3 To meet the performance targets set by Debt Free London and through the Money Advice Team Leader.
- 4 To ensure that all advice, assistance and representation complies with the requirements of our Lexcel quality mark.

- 5 To ensure all work is recorded within the Debt Free London framework. Ongoing casework will be recorded through the Advice Pro case management system. The postholder will be expected to meet Debt Free London performance targets.
- 6 To participate in team meetings and to carry out file reviews in accordance with Lexcel requirements.
- 7 Produce files for the ongoing basis to Debt Free London and score an average quality score of 75% or higher and to Debt Advice Peer Assessment Scheme (DAPA) as required
- 8 To participate in team and staff meetings.
- 9 To be responsible for your own word processing, filing and case recording within the Debt Free London framework and the Advice Pro case management system.
- 10 To advise and provide training and talks to Law Centre staff and volunteers and to front line advice agency staff within the Law Centre's catchment area as necessary
- 11 To attend coordinating bodies as required.
- 12 To share the work of maintaining everyday necessities.
- 13 To provide cover for colleagues during absences.

Advice & Casework

- 14 Provide casework face to face, via telephone, video, Flex, email and outreach
- 15 Provide the full range of advice activities to assist clients with debt advice and income maximisation problems, breathing space, including those with multiple debts, both priority and non-priority owed to commercial and statutory creditors.
- 16 Deal with contentious and complex debt advice problems, including mortgage and rent arrears re-possession cases, bankruptcy proceedings, and Consumer Credit Act disputes.
- 17 Prepare cases and support clients, where appropriate, at County Court, Valuation Tribunals and Magistrates Court as well as assisting clients who are self-representing.
- 18 Advise on and assist with income maximisation issues, including assisting with benefit and tax credit claims and associated problems.
- 19 Identify other debt/income maximisation social welfare advice needs and signposting or making referrals to other agencies where necessary.
- 20 Keep up to date, accurate and detailed case records.
- 21 Complete statistical information records fully compliant with organisation; Debt Free London and Money and Pensions Service requirements.
- 22 To assist other teams in the Law Centre in helping clients resolve any debt and money advice matters

Project Record Keeping and Reporting

- 23 Maintain relevant client databases and produce monthly returns to Debt Free London – in accordance with Debt Free London and Money and Pensions Service requirements
- 24 Search for and collect missing data to enable monthly return to Debt Free London and Money and Pensions Service
- 25 Work with the Team Leader to provide monthly case studies and follow up clients to develop profiling reports and data
- 26 Assist with the development and maintenance of a database of standard documents - wording to aid in the efficiency of delivery of money and debt advice

Training and professional development

- 27 Attend relevant training courses and appropriate internal and external meetings, to enhance skills as a money advice caseworker. Undertake and pass core training programme to become a debt specialist through the MIMA qualification and a debt intermediary
- 28 Consult relevant colleagues to ensure that working practice is consistently of a high quality.
- 29 Keep up to date with all relevant current legislation and policy and share knowledge with colleagues
- 30 Provide feedback to trainers and own manager or supervisor on the effectiveness of informal and formal learning activities
- 31 Take part in regular supervision meetings with team leader and other caseworkers and obtain informal support as necessary.
- 32 Take on and competently progress a money advice caseload reflective of the post holder's money advice casework experience
- 33 To be appraised regularly and to engage fully in this process to further personal development and maximise your contribution to SWLLC.

Supervision and Support

- 34 Participate in supervision of volunteers and file/peer review of colleagues.
- 35 Oversee and monitor volunteer advice sessions to provide money and debt advice.
- 36 Assist with the Client Services Manager in maintaining a cadre of volunteers to assist with all aspects of money and debt advice and including the administration of this project.

Service Development

- 37 Take part in service planning activities to help ensure relevant elements of the Capitalise project meet project targets.
- 38 Take part in activities to raise the profile of the organisation's Debt Free London services.

Social Policy

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

Equal Opportunities

- 41 To have regard at all times in the planning and execution of duties to SWLLC's Equality and Diversity Policy.

Other Duties

- 42 Play a full role in the organisation supporting colleagues to maximise their effectiveness.
- 43 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.

Working Hours

- 44 This post requires some evening and weekend work across South West London.

Location

- 45 South West London Law Centres is made up of four branches based in Wandsworth, Croydon, Kingston, and Merton. You may be required to work at any of our four offices although mainly at our head office in Croydon. You will also be expected to undertake outreach sessions at other locations in our catchment area.

SOUTH WEST LONDON LAW CENTRES

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PERSON SPECIFICATION

POST: Money Advice Caseworker

Salary: Up to £30,906 per annum for a qualified caseworker

Reports to: Money Advice Team Leader

Line Manages: Volunteers assigned to the project

Functional Links: Board of Trustees, CEO, Deputy CEO, Head of Legal Practice, Finance Manager, Team Leaders, Branch Administrators

Term: Six month maternity cover which may be extended (subject to grant funding with the funder – Debt Free London)

Based at: Croydon with travel to our other SW London offices and outreach locations as required

Essential Experience & Skills

1. At least one year of experience providing debt advice as a caseworker.
2. Good GCSE passes in English and Maths grade B or above or equivalent qualification.
3. Good and demonstratable customer services skills both face to face and over the telephone and other media. Ability to respond sensitively to clients from a variety of backgrounds that are under pressure and negotiate with third parties in order to minimise conflict.
4. Ability to meet stringent Debt Free London – Money and Pension Service funding specification and target client numbers. Each full time caseworker with volunteer support is expected to deal with over 360 new clients per annum (8 per week) and to obtain a quality score of at least 75%
5. Ability to write detailed up-to-date case notes, letters and reports as required in plain English. Accurate typing speeds of 40 words per minute.

6. Ability to deal with clients' advice needs face to face, over the telephone, via video, email, Skype, WhatsApp or outreach
7. Ability to manage a challenging caseload and prioritise work in the face of competing demands on your time.
8. Ability to research, understand and explain complex information both orally and in writing.
9. Practical knowledge of IT sufficient to use Microsoft Office applications including Word, Outlook and Excel to administer your own workload. Proficient use of Excel
10. Commitment to taking part in social policy, research or evaluation activities as required, for example by responding to surveys and identifying trends in your caseload
11. Commitment to undergo training and participate in other forms of professional development.
12. Willingness to travel to outreach sessions as required within the boroughs of the employing organisation and in neighbouring boroughs as required for daytime and evening advice sessions.
13. Willingness to undertake evening and weekend work if required with prior notice.
14. Commitment to equal opportunities as set out in the principles and policies of South West London Law Centres

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ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

Context of the Post

We have a small friendly money advice team currently consisting of six caseworkers that already helps 1804 people per year. We have two debt intermediaries in our team, and we have a strong emphasis on quality in our work. This post is to provide maternity cover for a period of six months. We are looking for a qualified caseworker. Alongside the money advice team we have a new Crisis Navigator project to link the court work of the housing team with the money advice team providing holistic support to those at immediate risk of losing their homes.

The Money Advice Team has a target to see all new money advice clients either face to face or via the video conference system FLEX.

South West London Law Centres

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.

In the last year much of the work of the Law Centre was carried out remotely. All our offices are now open with staff working a mixture of remotely and in the office.

SWLLC helps over 7,500 people each year

We now work 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 has a long history of using volunteers since 1977 and our first pro bono clinic started in 1982 in conjunction with a local Citizens Advice Bureau. In 1986 the first clinic run by an individual firm started with Simmons & Simmons. SWLLC delivers pro bono clinics across

each week to provide initial advice on legal problems concerned with Crime, Criminal Injury, Consumer, Employment, Family, General Litigation, Housing, Immigration, Inquests, Motoring Offences, Personal Injury, Small Claims and Wills & Probate. The overarching aim is to empower clients by encouraging them to take steps to resolve their problems themselves but advisers may also carry out a limited amount of follow-up work such as drafting documents or writing letters on clients' behalf. The work is important because addressing legal problems in their early stages can prevent them from escalating into bigger, more complex problems. Around 4,000 people are assisted each year. We estimate in any one year over 400 volunteer lawyers will help with our clinics. There are 16 firms involved with the clinics as well as individual solicitors.

Our Croydon Office is a short walk from either East or West Croydon stations. There is no parking available on site but a parking scheme is available ten minutes' walk away at the local shopping centre which costs £3.50 per day.