SOUTH WEST LONDON LAW CENTRES

***Legal Action for Local Communities***

***MONEY ADVICE TEAM***

***COST OF LIVING CRISIS – Digital Inclusion Project Volunteers x 5***

Organisation summary

SWLLC is a community based, Legal Aid 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. We now work across six boroughs, Croydon, Merton, Kingston, Richmond and Sutton and Wandsworth, helping people to access, understand and enforce their legal rights. SWLLC helps over 8,000 people per year.

1. SWLLC provides full legal casework, representation and advice in the following areas of social welfare law: Community Care, Debt, Employment, Housing, Immigration and Asylum and in a very limited way in Welfare Rights.
2. Our housing solicitors are also duty solicitors at the County Court Duty Scheme, giving emergency advice and representation in possession hearings at Croydon, Kingston and Wandsworth County Courts.
3. In addition to our busy daytime casework and court services, SWLLC run the largest pro bono clinic service in the UKthrough a network of volunteer solicitors and trainees.

Overall responsibility

As part of our busy Money Advice team, our new Crisis (Cost of living ) Team, through a wide range of services, assist vulnerable and disadvantaged members of the community with a range of money problems, such as rent arrears, utility debts (gas, electricity and water), Council Tax arrears, unsecured loans (credit cards, payday loans), with the aim to ensure that people stays in their homes, access benefit entitlements and clear debts. In addition to legal advice, our service provides public legal education, community outreach and campaigning, which complements our legal work by enabling us to offer preventative measures, early advice, and multiple solutions to common legal issues holistically. The team has diagnosed that many of the people who find themselves in crisis are often digitally excluded, for example, they have been unable to fill online benefit applications, or have been unable to liaise on time with external bodies such as the council, housing associations, DWP, HMRC, water, gas and electricity providers, which have all reduced or replaced their telephone and face to face customer service in favour of online contact forms, a factor which is significantly contributing to digitally excluded service users being in crisis.

The team is now looking to recruit 5 new volunteers to take part in a new project where people who access our service can gain digital skills to enable them to better navigate the cost of living crisis, on an ongoing basis.

Overall Tasks

As a Digital Inclusion Volunteer, you will support our team with the delivery of pilot courses comprising digital skills training for our clients.

This will involve working alongside a member of SWLLC staff and another volunteer to co-facilitate digital skills learning courses for groups of 6-8 learners using tablets provided by SWLLC. The courses will cover a range of digital skills, from a basic introduction to using a device to access the internet, through online basics, safety, and skills such as online shopping and banking.

As such, you must enjoy and be confident to facilitate learning in a group classroom setting in which you are one of the tutors that learners are looking to for support and guidance. You must feel comfortable engaging with people from all walks of life, working as part of a team to deliver skills training whilst using your emotional intelligence to assist people from a diverse range of backgrounds who may be struggling to make ends meet.

Because this is a new project, you may also be involved in supporting SWLLC staff to develop and circulate promotional materials, screening and assessment tools.

**The role does not require any previous similar experience as full training will be given.**

You will receive full training and have access to further training and events provided within the Law Centre during the time that you are volunteering.

Person Specification

Key skills:

* Good attention to detail and high levels of accuracy
* Good working knowledge of Microsoft Office (Word, Excel and Outlook)
* Positive, proactive approach to team work
* You should have a professional manner, able to remain calm under pressure
* Strong communication skills, both written and oral
* Good organisational skills
* IT literacy

**This role does not require previous teaching or classroom experience.**

**This role does not require legal experience or knowledge of the law.**

Commitment

We are seeking 5 volunteers who can commit to volunteering at least 1 full days a week, for 24 weeks, in SW of London – venue tbc

Location

This is an office-based volunteering role. You will be required to attend either the Merton or Croydon office weekly- venue tbc

Remuneration

While this is a voluntary, unpaid position, we can reimburse your reasonable expenses for up to £15 per working day when travelling and volunteering in the office.

Start date

We are seeking someone who can start as soon as possible.

Application process

Please apply by sending your CV to [volunteers@swllc.org](mailto:volunteers@swllc.org). This is a rolling recruitment and so your application will be considered as soon as we receive it.