

Date: July 2023

Dear Applicant

**Re Crisis Navigator**

Thank you for your interest in this post to work in our Croydon office, on outreach within Merton and remotely.

I am pleased to enclose:

- Job Description and Person Specification for Crisis Navigator
- Guidelines for Applicants this is not attached
- Organisation Summary

You can download the application form from our website.

This post has been funded by The National Lottery Community Fund

The closing date for receipt of applications is Thursday 31 August at 5pm. 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 DESCRIPTION**

---

<b>POST:</b>	Crisis Navigator
<b>Salary:</b>	£24,000 per annum
<b>Reports to:</b>	Money Team Manager
<b>Line Manages:</b>	Volunteers assigned to the project and, depending upon experience, Apprentices
<b>Functional Links:</b>	Board of Trustees, CEO, Senior Management Team, Team Leaders, Administrators
<b>Term:</b>	Two year funded project by The National Lottery Community Fund
<b>Based at:</b>	SWLLC's Croydon Office with weekly outreach to community locations across South London and Merton in particular.

---

**Key Tasks**

- 1 To provide crisis navigation and follow up support to at least 150 clients per annum. Clients will be referred from other parts of the service, externally and at outreach venues in South West London.
- 2 To work closely with the money and housing team to identify suitable people to help and support following court duty and debt advice.
- 3 To provide welfare rights and grant casework and support, budgeting advice including switching and saving.
- 4 To link clients to other teams in the law centre and externally to help resolve the underlying problems that led their housing to be at risk.
- 5 To collect data from clients to support the impact of the project and to take part in preparing reports on the progress of the project.
- 6 To manage and support volunteers and apprentices by providing training and mentorship to enable them to deliver crisis navigation advice themselves.
- 7 To be responsible for your own case management including using our online case management system AdvicePro, Word and Outlook.

**Duties & Responsibilities**

- 8 To ensure that all advice, assistance and representation complies with the requirements of our Lexcel quality mark and accreditation.
- 9 To regularly participate in team and staff meetings
- 10 To carry out file reviews in accordance with Lexcel requirements.
- 11 To provide training and talks to Law Centre staff, volunteers and to front line advice agency staff within the Law Centre's catchment area at least once per month.
- 12 To be responsible for your own word processing, filing and case recording using AdvicePro.
- 13 To help develop relationships and work arrangements with local partners to develop referrals
- 14 To attend meetings of coordinating bodies as required.
- 15 To provide cover for colleagues during absences.
- 16 Work with the Cost of Living Project Manager and Communications Manager to provide case studies and client voices.

### **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 our local County Courts 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
- 22 Provide the full range of advice activities to assist clients with their crisis. This is to include interviewing clients, advising them of their rights and responsibilities, assessing suitability and effectiveness of alternative courses of action, advising on legal procedures.
- 23 To assist clients in liaising with other people and organisations to resolve their problems where possible.
- 24 To prepare and represent clients at Tribunals including the necessary preparation and research as well as assisting clients who are self-representing.
- 25 Keep accurate and detailed case records.

### **Professional Development**

- 26 To attend courses on new legislation, specialist skills and the use of information technology.
- 27 Keep abreast of changes in legislation, practice and caselaw.
- 28 To discuss regularly with the Money Team Leader your job performance and personal career development.
- 29 To be appraised regularly and to engage fully in this process to further personal development and maximise your contribution to SWLLC.

### **Equal Opportunities**

- 30 To have regard at all times in the planning and execution of duties to SWLLC's Equality and Diversity Policy.
- 31 Play a full role in the organisation supporting colleagues to maximise their effectiveness.
- 32 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**

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

### **Location**

- 35 You will initially be based in our Croydon office but will be expected to regularly work out of our Wandsworth and Merton branches as well. The post will be involved in twice weekly outreach sessions across South West London. South West London Law Centres is made up of 3 branches based in Wandsworth, Croydon, and Merton.

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

**PERSON SPECIFICATION**

---

<b>POST:</b>	Crisis Navigator
<b>Salary:</b>	£24,000 per annum
<b>Reports to:</b>	Money Team Manager
<b>Line Manages:</b>	Volunteers assigned to the project and depending upon experience Apprentices
<b>Functional Links:</b>	Board of Trustees, CEO, Senior Management Team, Team Leaders, Administrators
<b>Term:</b>	Two year funded project by the National Lottery Community Fund
<b>Based at:</b>	SWLLC's Croydon Office with weekly outreach to community locations across South London and Merton in particular.

---

**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 and Outlook.
11. A typing speed of at least 40 words per minute.

**Desirable Experience and Skills**

12. Experience of working with a variety of partner organisations
13. Previous experience of housing, debt or welfare benefits legal advice work

**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 take part in a three year Big Lottery Community Fund project that is focused on the cost of living. You will be part of a new team to support our housing and debt teams. This larger more ambitious project has come through some successful pilot projects. We will continue to promote the effectiveness of this way of working as well as highlight the data and our client voices.

The project aims to give practical help and support to people seen by our housing and debt teams. 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 either our money advice team or 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 one of the largest pro bono clinic programs in the country, 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 6,500 people per year.

You will initially be based in our Croydon office but may be moved to one of our other branch offices. The post will be involved in regular outreach.

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

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

---

**GUIDANCE FOR APPLICANTS**

---

Please read these notes carefully before filling in your application form, as the decision to shortlist for interview will be based solely on the information provided on the application form.

**General Guidelines**

1. Give only information, which is relevant to the post.
2. Complete all sections of the form. You will need to do this in order to be fairly compared to other candidates. All information given is treated as confidential.
3. Complete a rough draft first. This avoids mistakes and untidiness and enables you to organise and review the information you put on the form.
4. Get feedback from other people and make sure you give examples, which demonstrate your ability to do the job.
5. Complete the form in type, word processor, black ballpoint or ink.

**Selection Criteria – The Person Specification**

The skills, experience and qualification described in the Person Specification are the criteria against which you will be assessed and short-listed. Make sure you have covered each section of the Person Specification in your application form.

**Employment**

When completing this section include relevant part-time work or work taken on a voluntary basis. Outlining your previous work experiences or other responsibilities may help you to uncover relevant skills, which are clear signs of your ability to do the job.



### **Further Information**

In section four of the application form you should try to show how you are able to do the job. Rather than simply repeating your career history, look at the skills and experience required for the job and provide evidence that you possess them. Concentrate on the things you know and what you can do rather than on what other people in your group or workplace can do.

### **References**

Where possible at least one of your referees should be a previous employer; either you're present or most recent employer. If you have not previously been employed, or have not worked for some time, give the name of someone who knows you sufficiently well to confirm the information given and who can comment on your ability to do the job. (You must not provide a relative or partner's name as a referee).

### **Monitoring Information**

This section is included in order to monitor the effectiveness of SWLLC's Equal Opportunities Policy, which aims to ensure that all applicants are treated fairly. All information is treated in confidence and used only for statistical monitoring.

The monitoring section of the application form is not used as part of the selection process. Consequently, if for example you have a disability, and this is an item in the person specification, **do also mention it in the main part of your application form.**

**Finally – take a copy of the form and keep it to remind yourself of what you have said if you are called for an interview. Good Luck!**