

11 December 2024

Dear Applicant

**Crisis Navigator**

Thank you for your interest in working with South West London Law Centres.

I am pleased to enclose:

- Organisation Summary and context of the posts
- Job Description and Person Specification for the Crisis Navigator post

To apply, please forward to [recruitment@swllc.org](mailto:recruitment@swllc.org), your up-to-date CV together with a cover letter of no more than two pages of A4, setting out how you meet the person's specifications and why you would like to work with South West London Law Centres.

**Please note that applications without a cover letter will not be considered.**

The closing date for receipt of applications is 5 pm on 5 January 2025.

If you would like to have a brief informal chat to discuss the role, please contact us at [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) is one of the largest Law Centres in the country. We are looking to recruit a highly-motivated and proactive crisis navigator to become focused on helping those suffering from the cost of living crisis.

As part of this project you will aim to give practical help and support to people in crisis situations. The crisis navigator will help people to resolve problems with welfare benefits checks and applications and help people to apply for individual grants for essential needs, and apply for discounts and exemptions on any bills they may be entitled to.

Most people will come through either one of the outreach or drop in sessions or through another team within the SWLLC family.

You will support and be supported by a team of volunteers.

**JOB DESCRIPTION**

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<b>POST:</b>	Crisis Navigator- full time
<b>Salary:</b>	£24,720 per annum, plus 4% pension contributions
<b>Reports to:</b>	Money Team Manager
<b>Line Manages:</b>	Volunteers assigned to the project and, depending upon experience, Apprentices
<b>Term:</b>	One year funded project with the opportunity to extend it
<b>Based at:</b>	SWLLC's Croydon Office with weekly outreach to community locations across South London and Merton in particular.

## ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

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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.

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. In 2023/24 we assisted 5868 people. We represent clients in all courts and tribunals and worked on 2,505 cases in 2023/24.

We continue to run one of the largest pro bono clinic services across England, we deliver around 100 free clinic appointments per week offering initial advice on a wide range of civil/legal problems over 400 pro-bono lawyers helped 2,800 clients last year.

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.

### **Working at South West London Law Centres**

South West London Law Centres has served the communities of South West London for 50 years. Today, we continue to meet the needs and address the disadvantage of around 6,000 clients per year. They include women fleeing domestic violence, people who are in a housing crisis, people with no income or recourse to public funds, those with complex benefits challenges, and people mistreated by unscrupulous employers.

Joining the law centres is a chance to be a part of the law centres movement and to make a real impact with every case. We have a generous leave allowance of 29 days per calendar year, rising to 34 days after five years of continuous service as well as a range of discretionary leave to cover emergencies.

We offer opportunities for training and progression and support staff wellbeing through an employee assistance program.

Our offices are centrally located close to transport hubs.

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***Legal Action for Local Communities***

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**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 exemptions 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 a team of 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, talks and public legal education webinars 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**

- 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 Keep accurate and detailed case records.

### **Professional Development**

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

### **Equal Opportunities**

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

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

### **Location**

- 34 You will be based in our Croydon office but will also work out of our Wandsworth and Merton branches. The post will involve 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**

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**Essential Experience and Skills**

1. Some knowledge of the welfare benefit systems.
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
5. Excellent organisational and time management skills
6. A positive, proactive and flexible approach to working with colleagues, clients and partners
7. Empathetic, patient and caring attitude towards those in crisis
8. With training, ability to deliver mentoring and coaching
9. Excellent IT skills including using Microsoft Office packages Word, Excel and Outlook.
10. A typing speed of at least 40 words per minute.

**Desirable Experience and Skills**

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