

JOB DESCRIPTION

Name of project:	Norfolk Community Law Service
Address:	14 Prince of Wales Road, Norwich, NR1 1LB
Title of Post:	Family Legal Services Officer
Responsible to:	Family Service Manager
Responsible for:	Volunteers
Date revised:	March 2024

Job summary:

To be NCLS's 'front door' providing a client focused service, supporting the Family and Domestic Abuse Free Legal Advice clinics and assisting with administrative aspects to contribute to the effective running of NCLS office and services.

Responsibilities:

To take client and agency calls into NCLS including triaging and booking in clients for Free Legal Advice appointments in our Family and Domestic Abuse clinics

To provide office and telephone cover and general office duties as necessary, and to deal in person with clients as appropriate

To deal with signposting and referrals for clients, including via the NCAN referral system, maintaining up to date lists of groups, law firms etc who may be able to help

To assist with arrangements for the Free Legal Advice clinic rotas, liaising with solicitors as necessary

To accurately record client data on the case management system

To support the supervision and training of volunteers

To support the Senior Management Team as required, including updating stakeholder lists and AGM arrangements

To deal with incoming and outgoing post

General Duties

To maintain a duty of confidentiality in respect of all client matters at all times;

To abide by the NCLS Equal Opportunities policy and to implement any relevant practice guidelines.

To adhere to NCLS hybrid model of home working and office working agreeing to attend the office at the required hours.

To undertake any other duties commensurate with the post as per the requirements of the Senior Management Team.

The above may be subject to alteration from time to time according to any changes in service delivery, politics or priorities. As such, changes will be carried out following consultation with all parties involved.