

## JOB DESCRIPTION

Name of project:	Free Legal Advice Service
Employer:	Norfolk Community Law Service
Address:	14 Prince of Wales Road, Norwich, NR1 1LB
Title of Post:	Mobile Legal Adviser (Outreach)
Responsible to:	Chief Executive Officer
Reviewed:	June 2024

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### Job Summary

The Mobile Legal Adviser (MLA) role has two main priorities. The first is to establish regular outreach sessions across Norfolk to deliver effective triage in relation to a range of legal areas, bringing legal advice to people living in rural areas of Norfolk struggling to access help.

The second is to increase awareness of NCLS and its work in some of the harder to reach areas of Norfolk by building up relationships with key partners, highlighting what we do to organisations and the public and collecting and sharing information about need in those areas.

The role will entail working with a second MLA to achieve these aims and spot any other opportunities that may arise.

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### Responsibilities:

- Work with CEO, Senior Management Team and fellow MLA to draw up outreach strategy and identify key target areas.
- Working with a range of agencies to plan and attend outreach sessions across Norfolk with particular focus on 'hard to reach' areas and communities.
- Proactively promote outreach sessions to relevant community.
- Effective triage to ensure clients get holistic support for all their problems including but not limited to **debt, welfare benefits, employment, family, domestic abuse and immigration with proactive** follow up and support to resolve them.
- Act as the representative of NCLS at relevant key events in the relevant communities.
- Build relationships with relevant organisations in area of outreach to highlight our work, feedback challenges in the area and identify new opportunities.
- Highlight the work of NCLS and how we can help to the community and organisations in the area of outreach.
- Work with other teams to identify potential service specific outreach work.
- Effective liaison with NCLS and other advice agencies including but not limited to NCAN to ensure clients get the right advice and resolution as far as possible.
- To input, update and maintain data held on the Case Management System(s) including to document advice and casework, ensuring that it is compliant with the AQS and SQM standards and meets the criteria set out within the funding agreements/requirements.
- Review project data and develop project monitoring and evaluation reports for funders.
- Ensure that own knowledge and expertise are as up to date as possible in the relevant fields of law to sufficient standard to triage clients.

- Actively participate in the supervision of volunteers, team meetings, briefings and training events
- Contribute to the development of learning materials or other resources.
- Maintain the standard of professional service in line with relevant policies and procedures

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**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 Board.

**Special Considerations**

Occasional evening and weekend work with regard to NCLS Lone Worker Policy  
*The above may be subject to alteration from time to time according to any changes in service delivery or priorities. Any such changes will be carried out following consultation with all parties involved.*