* **Job Title:** Team Leader – Lay Representation Service
* **Responsible to:** Chief Officer

# About the role

The Lay Representation Service improves access to justice through the delivery of a high-quality free advice and representation service for people seeking assistance with mortgage repossession, rent arrears and sequestration within Hamilton and Lanark Sheriff Courts.

You will have experience of managing a busy public facing multi-channel advice service with quality and care for our citizens at its heart. You will be an experienced lay representative within a civil court environment, an excellent communicator, and team player, confident decision-maker with the ability to adapt and respond to challenging situations. As a member of our Management Team, you will lead on housing advice and training. Our staff are our strongest asset so their wellbeing matters. You will ensure that your team are supported and nurtured.

**Note**: The funding module of this project enables us to assist clients without the need to complete Legal Aid applications.

**Note**: This role may be of interest to Law graduates keen to develop their advocacy experience, or to newly qualified or more experienced Solicitors seeking non-practicing court-based work.

# Job description

**Key responsibilities**

* Providing support and supervision for the In-Court staff team within agreed framework
* Carrying out quality of advice checks and file reviews in line with Scottish National Standards for Information and Advice Providers and Scottish Association Citizens Advice Bureau membership standards
* Providing constructive feedback, training and practice development opportunities for staff
* Providing advice, assistance and representation to people using the service working within the parameters of the service objectives; ethical and professional standards to Type III Housing and Money Advice as described in Scottish National Standards
* Being an active participant and contributor to Hamilton CAB Management Team
* Leading on Housing advice and training within Hamilton CAB
* Assisting the Chief Officer to monitor, review and report on activities and outcomes of the service and provide reports and analysis to Hamilton CAB Board, funder and stakeholders
* Providing third tier support for caseworkers within referring organisations appropriate to the service’s objectives
* Maintaining your personal competence level and developing knowledge and skills
* Designing and/or contributing to training which meets the identified needs of advisers/caseworkers within partner/referring agencies
* Delivering awareness sessions which help to promote understanding of court processes and paperwork
* Ensuring a positive learning and development environment within the team
* Ensuring the day-to-day implementation and maintenance of policies, procedures and systems as agreed with the Chief Officer

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Chief Officer.*

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Knowledge of the civil justice system
* Extensive and recent experience of representation in civil court matters within the Sheriff Court system
* Knowledge and competence to SNS Type III of housing, debt and diligence law
* Well-developed communication, negotiation, influencing and facilitation skills
* Robust IT skills with experience of Microsoft office software, electronic case management and research systems
* Experience of supporting and supervising staff within a performance management framework
* Experience of operating and supervising a quality of advice system
* Experience in supporting and providing guidance to advisers and caseworkers
* Experience of working with vulnerable people
* Ability to work independently
* Excellent team working skills

**Desirable**

* Legal training/qualification
* Experience in designing and delivering training
* Knowledge of the CAB service

**The Hamilton** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SCO 07443**

**Charity name: Hamilton Citizens Advice Bureau**