



# Access Social Care

## Legal Manager

**Accountable to:** Legal Service Director

**Location:** Home working with occasional need to travel

**Type:** 12 month FTC full time; part time working will be considered

**Hours:** Flexible (our full-time working week is currently 37.5 hours)

**Salary:** £48,000

### Why Access Social Care Exists

Every day millions of older and disabled people are denied the social care they need. Most local authorities can't meet the growing demand for care, and none are confident they can meet their legal duties in the future. This affects all of us - we will all need social care at some point in our lives.

We all have a right to hold public bodies to account, but most of us cannot afford lawyers so rely on legal aid. The 92% drop in legal aid cases since 2010 means that we have nowhere to turn. Without access to justice, our rights do not exist. The rule of law is broken.

### What we do

Access Social Care provides free legal advice and information for people with social care needs, helping achieve a better quality of life. We work with communities to increase knowledge of the law and our rights. We highlight the gap left by cuts to Legal Aid and provide advice for those who can't afford it.

With a 98% success rate, our network of lawyers provide access to justice when things go wrong. We collaborate with social services whilst ensuring legal obligations are met. We are working towards a future where social care is adequately funded and we all get the support we need.

We provide rights awareness training to front line managers, and legal advice and support to families and individuals. As well as providing access to justice, our aim is to drive system level change through evidence-led influencing and strategic casework. We operate our

casework service mainly under a membership model where organisations involved in the social care sector contract with Access Social Care to provide legal assistance to their clients.

This is an exciting time to join ASC. We have a new strategy and are growing quickly. We have more than doubled in size and income since we started operating in April 2020 and we anticipate that this strong growth will continue for the duration of our next strategic period. We are dedicated to the people who need our help, but we also care deeply about our team and we think that work should be an exciting and satisfying place to be.

## **About the role**

We are looking for a responsible and experienced community care practitioner to support the casework conducted by the team. You will provide casework supervision to team members as well as holding your own caseload.

The Legal Manager's main duties will include line management of a team of staff, supervision of client casework and clinic casework, induction and training of new team members, and responsibility for one or more casework membership contracts.

In addition, you will need to support the Legal Services Director in managing our external relationships, evaluating and monitoring our service, and devising and delivering training. To be a success in this role, you should be an excellent communicator, proactive, flexible, highly organised and able to meet deadlines.

This is a 12 month fixed term contract (to cover parent leave). There's no guarantee of an extension, though it's certainly possible, and we would hope to have other opportunities within ASC during the course of the contract.

## **Responsibilities**

1. Line management of a small team (up to 3 direct/6 indirect reports)
2. Contribute to the leadership of the Legal Directorate, supporting the Legal Services Director as required alongside other Legal Managers
3. Running your own caseload of community care matters:
  - Ensuring all deadlines on cases are met
  - Able to think tactically, creatively and strategically in order to progress cases
4. Casework lead for one or more membership organisation, or contract for provision of legal advice services, including stakeholder relationship management and ensuring contract terms are met
5. Handling surgery calls and triaging new referrals

6. Ensuring the quality of advice provided by the team to Advice Quality Standard and SRA standards
7. Being live to trends in casework and reporting these to the Director of Legal Services and other Legal Managers, and creatively finding solutions to repeated issues
8. Developing and delivering training both internally and externally and/or taking the lead on another distinct area of responsibility within the Directorate (e.g. data, safeguarding etc).
9. Supporting with the development and implementation of team policies
10. Supporting with evaluating and monitoring casework services, and ensuring continuous improvement and learning
11. Supporting with reporting to funders
12. Supporting the team to develop our network of external partners
13. Supporting the Director of Engagement and Partnerships with funding applications
14. Contributing to ASC projects on influencing systems change as required
15. Abide by and promote Access's policies particularly in relation to our strategy and governance around data protection and confidentiality, and ensure the team complies with casework management systems and processes
16. Undertake such other tasks as may reasonably be required or asked of you in order to respond to organisational need and specifically needs within the legal team

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

## Person Specification

All staff at ASC are expected to share and demonstrate our values:

<b>Trustworthy</b>	Recognised for excellence, we will be the best we can be in everything we do. We will be truthful, independent and outcomes focussed.
<b>Fair</b>	We believe in treating people with kindness and compassion in a way that is right, reasonable and just.
<b>Fearless</b>	We will do what is right, not what is easy. We will bravely challenge injustice.
<b>Inclusive</b>	Our beneficiaries' voices will influence our thinking and decision making at all levels of our organisation. Collaborative in our thinking, we will work with others to achieve our goals.
<b>Positive</b>	We will be constructive and progressive in our challenge. We will optimistically and dynamically drive for change.

In addition to our values, you will also need to be able to demonstrate or tell us about the following areas at your interview:

<b>Requirements</b>	<b>Essential/ Desirable</b>
<b>Experience you will have</b>	
Substantial experience as a legal practitioner	<b>E</b>
Experience of conducting casework in adult community care law	<b>E</b>
Experience in managing a diverse team and multiple projects, including in a remote working environment	<b>E</b>
Experience of supervising casework	<b>E</b>
Experience of having casework assessed against a standardised framework	<b>E</b>
Experience of working in a legal aid setting	<b>D</b>
Experience of creating, supporting with and implementing new policies and processes	<b>D</b>
Experience of conducting casework in Court of Protection matters	<b>D</b>
Experience of facilitating workshops and delivering training	<b>D</b>
<b>Skills you will have</b>	
Strong legal research skills	<b>E</b>
Strong communication, presentation and influencing skills	<b>E</b>
Strong networking and stakeholder engagement skills	<b>E</b>
Able to make full use of Microsoft Office programmes, electronic case management systems, and time recording apps	<b>E</b>
Excellent client skills, particularly an ability to explain complex legal issues and potential solutions to non-specialist audiences	<b>E</b>
Excellent problem solving skills	<b>E</b>
<b>Behaviours you will need</b>	
Positive about working for Access Your Right to Care	<b>E</b>
Work well with all colleagues	<b>E</b>
Interest in supporting people to understand their rights and entitlements	<b>E</b>
Take responsibility for your own development	<b>E</b>
Interest in helping others and the service to be the best they can be	<b>E</b>
Honesty about your own and others performance, and commitment to continuous improvement	<b>E</b>
Well organised, able to effectively self-manage a diverse workload, progressing longer projects at the same time as responding to quick deadlines	<b>E</b>
Ability to work flexibly and remotely	<b>E</b>
Willingness to travel	<b>D</b>
<b>Knowledge you will have gained</b>	
Knowledge of community care law	<b>E</b>
Knowledge of the legal aid sector	<b>E</b>

Knowledge of the advice sector	<b>E</b>
Knowledge of safeguarding	<b>E</b>
Knowledge of learning disability	<b>E</b>
Knowledge of social care issues and other issues of importance to our beneficiaries	<b>E</b>
Knowledge of different ways to communicate with people with a learning disability	<b>D</b>

## How to apply

We hope that, having read this far, you still want to apply!

At Access Social care, we aren't interested in tokenism. We know that if we are to make the biggest difference for the people that need us the most, we need to get Equality, Diversity and Inclusion and anti-racism right. Part of this is recruiting greater diversity in all our teams.

With this in mind, we particularly welcome applications from candidates with experience of the communities we serve, including people with direct experience of the social care system, and from marginalised groups, particularly people of colour, trans and non-binary people, older and disabled people.

To apply, please provide a CV, a completed [diversity monitoring form](#) and cover letter/statement setting out how you meet the requirements, and your motivation to apply for this role. Your cover letter/statement should be a maximum 2-page document.

Please ensure that you address all the essential requirements in the person specification as this will be used for shortlisting.

Please ensure that your **CV and covering letter do not include your name** - use initials only. This helps ensure that we avoid unconscious bias in our shortlisting process.

Send to [enquiries@accesscharity.org.uk](mailto:enquiries@accesscharity.org.uk)

**Deadline for applications:** Rolling, no end date.

**1st stage:** 30 minute values-based panel interview with range of staff.

**2nd stage:** Interview with panel. Your interview may include a task we would ask you to prepare on the day. Please allow up to 2 hours total for preparation and interview.