Clinic Support and Development Officer, North of England

Reports to: Head of Clinics Programme
Salary: £13,772 per annum (£27,543 full-time equivalent)
Hours: Part-time, 2.5 days (17.5 hours per week)
(would consider applications for 2 days per week/14 hours)
Contract: Permanent
Holiday: 25 days annual leave plus bank holidays (applied on a pro rata basis for part-time employees), increasing with service
Benefits: 5% contributory pension scheme and private healthcare cashback plan
Location: Home based, but located in the North of England

About LawWorks

What we do

LawWorks is the operating name of the Solicitors Pro Bono Group. We are a charity, and our aim is to enable access to justice through supporting and developing the contribution of legal pro bono.

With support from the Law Society of England and Wales, we encourage, facilitate and celebrate pro bono across the solicitor profession in England and Wales.

Who we work with

We work primarily with solicitors (firms and in-house teams), and also with law schools and law students, and other legal and non-legal volunteers and organisations.

LawWorks has around 150 member organisations including some of the largest City firms and international firms with an office in London, national, regional and local firms, in-house legal teams, law schools and charities.

Who we are

LawWorks is a relatively small organisation with 23 members of staff (9 part-time) and a small team of volunteers and interns. 14 members of staff are usually based at an office in central London (currently working from home due to Covid-19), with other colleagues based in Wales, South West England, North West England, East of England and the Midlands.

LawWorks is in the process of introducing more flexible and remote working, which
includes the option (for staff who would usually work from a London office) to work a number of days a week from home.

We are a busy and (for our size) complex charity, with a friendly team, a positive ethos and a commitment to doing all we can to ensure that LawWorks is a strong and efficient organisation and a great place to work.

Our projects and programmes

There are a number of key strands to our work to support and facilitate pro bono:

- We support a growing network of over 300 local independent pro bono advice clinics across England and Wales. We work with lawyers, advice agencies, charities and others to establish or develop new clinics, and provide ongoing information and support, training and resources for clinic volunteers and coordinators. Our most recent Clinics Network Report (for activity in 2020) is available on our website;
- Our Not-For-Profits Programme facilitates the provision of free legal advice for smaller charities and not-for-profit organisations, supported by volunteer lawyers from among LawWorks’ members;
- Our Secondary Specialisation Programme supports the development of more ‘in-depth’ pro bono in areas of social welfare law. This currently includes: supporting pro bono solicitors to provide casework and representation at social security benefit appeals; an unpaid wages project for the pay and other benefits owed to people in often low paid and insecure employment; and, with the charity Together for Short Lives, providing legal advice and support for the families and carers of children with life-limiting conditions;
- Pro Bono Connect - a project which facilitates barristers and solicitors working together on civil law pro bono cases;
- We have launched new online tools and digital platforms, including a website called ‘Free Legal Answers’ and the Pro Bono Portal UK (with Justice Connect, an Australian access to justice charity).

In addition to encouraging and supporting pro bono delivery, we work to address barriers to justice and to provide a ‘policy voice’ for pro bono – for example, working to address regulatory and other barriers to pro bono volunteering, and working with our members and others to influence policy on legal aid and other aspects of access to justice. We also provide the secretariat for the All Party Parliament Group on Pro Bono and Public Legal Education.

Our partners and funders

LawWorks is a partner organisation for the Litigant in Person Support Strategy, working with Law for Life, Support Through Court, RCJ Advice, Advocate and the Access to Justice Foundation. Funded by the Ministry of Justice, the Strategy works to improve information, support, advice and representation for individuals going to court or tribunal without a lawyer.
The role

Our experience in the different regions in England and in Wales has shown the value of having staff based locally to support pro bono initiatives, develop new pro bono opportunities and to increase engagement from the local legal profession.

We currently have staff supporting pro bono clinics and based in Wales, Greater London, the Midlands and the Eastern region (we will shortly be recruiting for a part-time role to support the South of England outside London).

This role will focus on building on the support we have been providing in the North of England (the north east, north west and Yorkshire and the Humber). You will work to identify opportunities to develop new pro bono clinics to address unmet legal needs, and to engage with stakeholders to celebrate and share learning on the pro bono work being delivered. We take an innovative and tailored approach to the support we provide, and you will provide one-to-one support for individual clinics, to help identify and address legal need, providing help with insurance, regulatory queries, finding volunteers and access to online tools.

Whilst some travel and in-person meetings will be required, much of the work is carried out remotely.

Key priorities for this role will be:

- To provide guidance and support to independent pro bono clinics registered with the LawWorks Clinics Network in the North of England;
- To identify opportunities for new pro bono advice clinics in the North of England, supporting local stakeholders to develop new services to meet unmet legal needs in their area;
- To support and grow pro bono volunteering and LawWorks’ membership (e.g., law firms and in-house legal teams);
- To identify the local training needs of LawWorks’ members, clinics and their volunteers, working with colleagues to arrange regional training and other events.

We are looking for a confident networker who is able to identify opportunities and see them through to completion. All of LawWorks’ work is delivered through partnerships so it is essential that the candidate is personable, collaborative and an effective communicator.

A background in the legal or advice sector will be an advantage, but not essential - training and support will be provided for someone from another sector who is passionate about pro bono and access to justice and willing to learn. Experience of managing multiple projects and seeing them through to completion is an advantage.

The role offers variety, autonomy, the opportunity to develop new initiatives from idea to launch, and a chance to support local communities.

Primary purpose of role

To increase the amount and quality of pro bono legal advice being delivered in the North of England, working with the local legal profession, law schools, advice
agencies and other stakeholders, to identify new pro bono opportunities and ways in which LawWorks can better support the delivery of pro bono.

Key task areas and duties

- To develop relationships with law firms, legal teams, free legal advice clinics and other relevant stakeholders to identifying their needs, plans and priorities in relation to pro bono.
- To facilitate sharing between stakeholders in the region to identify best practice, local opportunities for collaborative working and local training and support needs, and to assist in taking these forward. A focus of this work will be around linking services that support litigants in person.
- Supported by the LawWorks team, deliver LawWorks’ clinic development work in the region, meeting annual targets for new clinics to launch with a particular focus on developing service to support the unmet legal needs of litigants in person.
- As the first point of contact for our stakeholders in the region, support clinics and members with troubleshooting queries, accessing resources and ensuring that contact information and website content related to their services is kept up to date.
- To work with the wider LawWorks team to support member recruitment and the delivery of local engagement events.
- Build links with local not-for-profit organisations and umbrella groups to increase applications to the LawWorks Not-For-Profits Programme casework service from the region.
- To work with clinics in the region to collect and share evaluation and impact assessment information to inform policy and reporting on the delivery of pro bono advice nationally.
- To contribute to the overall development and running of LawWorks, undertaking any other tasks which may from time to time be required.

Person Specification

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<th>Experience</th>
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<td>1. Experience of working on (or demonstrable ability to deliver) comparable or similar projects (e.g., involving networking, support and project development)</td>
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<td>2. Experience working at a membership/network-based organisation, and/or coordinating training/events</td>
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<td>3. Experience of excellent stakeholder support, relationship building, and collaborative working</td>
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Skills

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<td>4. Excellent written and verbal communication skills, including giving presentations</td>
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5. Project management experience, including setting and meeting clear targets and outcomes and working with colleagues to achieve outcomes ✓

6. Strong interpersonal, networking and facilitation skills ✓

7. Ability to work on your own initiative and as part of a team, and confidence in your ability to develop strategies to overcome the challenges of working remotely from the rest of your team ✓

8. A sound understanding of web-based communications and strong IT skills ✓

Knowledge and ethos

9. Good knowledge of legal advice clinics and the context in which they operate, including how law schools and the legal profession engage in pro bono volunteering ✓

10. A commitment to the values and ethos of LawWorks and the not-for-profit advice sector ✓

11. A demonstrable commitment to equality, diversity and inclusion ✓

12. The ability to undertake travel across the region (this may involve early starts, late finishes and occasional overnight stays) ✓

How to apply
Please submit a CV and a covering letter, outlining why you are interested and how you are suitable for the role, including how your skills, knowledge and experience meet the person specification above.

(Please address as much of the person specification as you can. We recognise that applicants may be much stronger on some of the requirements for the role than others).

**Please apply by 5.00pm on Wednesday 15th December.** Late applications will not be accepted.

Please submit your application to applications@lawworks.org.uk citing ‘CSDO-North’ in the subject line.

We aim to hold interviews for those shortlisted for interview during the week commencing 3rd January (likely on the 6th or 7th January). The interviews will be held online.
For an informal conversation about the role (in confidence) please contact Caroline Bullen, Head of Clinics Programme at: caroline.bullen@lawworks.org.uk

We would be grateful if you could also complete an equal opportunities monitoring form – this will be separated from your application once it is received.

LawWorks is an equal opportunities employer. We welcome applications irrespective of race, religion, gender, sexual orientation, disability or age.

November 2021

Focusses