

Direct Access Team Caseworker – Job Description

Reporting to: Direct Access Team Solicitor

Duties

- Dealing with enquiries coming into Chambers via the Public Access route including (but not limited to): taking a detailed note; assessing suitability for Direct Access instruction; ascertaining issues; noting relevant key dates; obtaining relevant documents; and following up enquiries to conversion
- Notifying barrister of enquiry by providing a relevant summary and all relevant client documents
- Ongoing liaison with client and instructed barrister to ensure smooth running of the case
- Outlining stages of the Direct Access process to the Client
- Identifying suitable barristers ensuring fair allocation of work
- Agreeing reasonable and appropriate fees
- Organising and arranging meetings between the Client and Barristers as required
- Liaising with third parties as directed by barristers
- Keeping a thorough and clear record of all dealings with the client and updating the Case Recording System including updating key dates, fees and documents as well as reasons for any rejection by client or declined instructions by barrister
- Liaising with DA Administrators in creation of Client Care Letters, invoices and following up on payments
- Undertaking any administrative tasks as needed
- Undertaking necessary due diligence
- Identifying and following up on any compliance related issues
- Keeping line manager abreast of all ongoing matters
- Signposting client where relevant
- Dealing with various tasks in a timely and organised manner

Person Specification

Essential

- Law Degree or equivalent
- Experience of working in a legal services organisation providing services directly to clients (e.g. as a paralegal or caseworker)
- Experience within an organisation providing legal or advisory services in either a law firm, charity or other NGO
- Some knowledge and understanding of the legal system (to be developed)
- Ability to explain processes and stages to members of the public in a clear and concise way
- Excellent written and spoken English
- Good client care skills including an excellent telephone manner
- Ability to deal with vulnerable clients
- Good IT skills (including Word, Excel)

Desirable

- Knowledge and understanding of rules governing this Direct Access work

Salary, Benefits and Terms and Conditions

- This position attracts a salary of £30,000
- Hours: 09:30-18:00 or 9.00-17.30 Monday-Friday with one hour for lunch (hybrid working arrangement after initial period)
- Holidays: 25 days per annum pro rata (excluding bank holidays but including three days between Christmas and New Year)
- Interest-free loan for travel card (after probation)
- Pension, including a 5% employer's contribution after six months, and income-protection schemes