

## JOB PROFILE: CARE AND HOUSING ADVOCACY PARALEGAL

|       |                                     |                             |                                   |
|-------|-------------------------------------|-----------------------------|-----------------------------------|
| Role: | Care and Housing Advocacy Paralegal | Date profile last reviewed: | February 2022                     |
| Name: |                                     | Reports to:                 | Care and Housing Advocacy Manager |

### MAIN SUMMARY OF ROLE:

Working with the Advocacy Executive, the role holder will assist in providing the Fund's advocacy service to beneficiaries and their families which ensures that they can access the appropriate level of housing and community care. This is an office-based role and can also involve travelling to provide representation at appeal hearings and meetings. The role holder will secure statutory rights and funding, whether or not there is a defined need for financial assistance from the Fund, and will work with Welfare Executives in processing applications associated with the provision of care and disability equipment and adaptations where the absence of statutory funding is creating distress.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Engaging with the beneficiary directly and through caseworkers, taking up their case and representing their interests to statutory bodies where a local authority, health authority (CCGs) or housing agency has failed to give proper consideration to a care assessment, the CHC funding, DFG application, or housing application.
- Assessing both formal applications and initial contacts from applicants and their relatives and representatives either by telephone, letter or email in order to identify where there is need for advocacy support to be offered. Liaising with public authorities on the level of support obtainable and with local case-working organisations.
- Providing written and, if appropriate, oral representation at hearings and meetings, working in partnership with the Welfare team to ensure that beneficiaries are adequately supported.
- Maintaining relationships with case-working organisations and stakeholders, promoting the service available through presentations and briefings to external audiences.
- Providing administrative support and research capability to the Advocacy Team, including maintaining the electronic data, scanning documents etc.
- Keeping up to date records on CARE, including recording financial savings for the Fund and other details for statistical purposes.
- Developing and maintaining awareness of the availability of state and local government funding and disseminating relevant knowledge to the Welfare team.
- Signposting to other organisations and internal referrals including SSAFA, RAFA.
- Developing and maintaining a databank of relevant organisations for onward referral that can provide local assistance where appropriate.
- Undertaking other tasks not related to specific casework as directed by the Care and Housing Manager.
- Covering an extended caseload during the absence of colleagues within the Advocacy Team.

| COMPETENCIES REQUIRED FOR THE ROLE  |   |
|---|---|
| Essential   | Desirable   |
| <ul style="list-style-type: none"> <li>Presenting and Communicating information</li> <li>Writing and reporting</li> <li>Applying expertise and technology</li> <li>Analysing</li> <li>Deciding and Initiating Action</li> <li>Persuading and influencing</li> </ul>   | <ul style="list-style-type: none"> <li>Working with people</li> <li>Delivering results and meeting customer expectations</li> <li>Relating and Networking</li> <li>Following instructions and procedures</li> <li>Planning and Organising</li> <li>Learning and researching</li> </ul>  |
| QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE  |   |
| <b>Academic or Professional Qualifications (or equivalent):</b>   |   |
| <p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> <li>Experience in providing advice and challenging unlawful decisions</li> </ul>   | <p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> <li>Law Degree</li> <li>Evidence of Continuing Professional Development (CPD)</li> </ul>   |
| <b>Knowledge/ Experience:</b>   |   |
| <p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> <li>Practical knowledge of housing, Continuing Health Care (CHC) process and community care law</li> <li>Experience of writing representations, complaints and responses at the CHC appeal process</li> <li>Advocacy experience for vulnerable clients, including evidence of successful outcomes</li> <li>Experience of managing own caseload</li> <li>Experience of appeals hearings and challenging Panels' decisions</li> <li>Excellent IT knowledge, including Outlook, Word and Excel</li> </ul> | <p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> <li>Practical knowledge of Education Health Care (EHC) plans, family law and social security law.</li> <li>Experience of working with clients with mental health problems</li> <li>Knowledge of the RAF</li> <li>Significant experience of working within a case management system</li> <li>Working in a law centre or charity advice service</li> </ul> |
| <b>Skills/Abilities:</b>  |   |
| <p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> <li>Strong communication skills</li> <li>Personal organisation</li> <li>Empathetic</li> <li>Creates personal credibility</li> </ul>  | <p style="text-align: center;"><u>Desirable</u></p>   |
| <b>Other Requirements:</b>  |   |
| <ul style="list-style-type: none"> <li>Willingness to work flexible hours, outside of traditional office hours.</li> </ul>  |   |

**Signature**

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: