

Recruitment pack Kids in Need of Defense (UK) Triage Supervisor



☎ 02476 223053

✉ recruitment@centralenglandlc.org.uk

📍 Coventry/Birmingham

Dear Candidate

I am delighted that you are considering joining the Central England Law Centre team. This recruitment pack includes all the information you will need to make your application and also to provide you with some information about the Law Centre. You can also find more information about the work of the Law Centre on our website www.centralenglandlc.org.uk

You will be joining us at an exciting time of our growth and development. We have recently implemented a new five-year strategy and this role will play an important part in this work. You will see in this pack that we have provided you with an infographic which explains our vision and the three different parts of our strategy: people, partnerships and policy.

Working at the Law Centre is a brilliant opportunity to not only use your existing skills and experience but gives you an opportunity to develop your skills further with our clients, our partners and being involved with policy work. Working at Central England Law Centre is immensely rewarding and you will work with a team of dedicated colleagues.

We provide training and support and a comprehensive induction programme to help you settle into your role. Our terms and conditions ensure that you have a good work life balance, company sick pay after a qualifying period, enhanced maternity leave pay, excellent annual leave allowance and a flexible approach to staff working in general.

We value diversity and warmly encourage applications from disabled and LGBTQIA+ people, candidates who share lived experience with our clients, and people from black, asian, and minority communities. If you require any adjustments to assist you in making your application or at interview (if you are shortlisted) please let us know. We want to make sure that everyone has an equal opportunity to apply for our roles.

We look forward to receiving your application. For more information please contact recruitment@centralenglandlc.org.uk

Best wishes

Elayne Hill

Chief Executive



A fairer, more just society in which an understanding of rights and their power is embedded within communities.

Central England Law Centre is the UK's largest Law Centre. Our size enables us to provide legal expertise across eight different areas of social welfare law including: discrimination; employment; health and social care; housing; immigration and asylum; public law; and welfare benefits. This means that we can offer services that can address all of the interconnected problems people face in their everyday lives.

Our services are rooted in the communities we serve and we are an organisation that uses its legal expertise to improve the lives of those who are often vulnerable and socially excluded due to poverty, illness or disability.

The Law Centre is a charity employing solicitors and advice workers. We currently employ 85 people across our two offices in Coventry and Birmingham. We receive funding from a variety of Foundations and Trust Funds and also from Coventry City Council for our work in Coventry. We hold a legal aid contract with the Legal Aid Agency in housing, community care, public law, family, welfare benefits (in the Upper Tribunal), immigration and asylum. We offer specialist advice, representation and advocacy and our aim is to use the law to seek change. We take on test cases that may well have an impact beyond the actual case fought. As well as our core advice and legal casework service we deliver a range of projects in partnership. We currently have projects for example with local universities, women's organisations, homeless charities, refugee support organisations and a GP surgery.

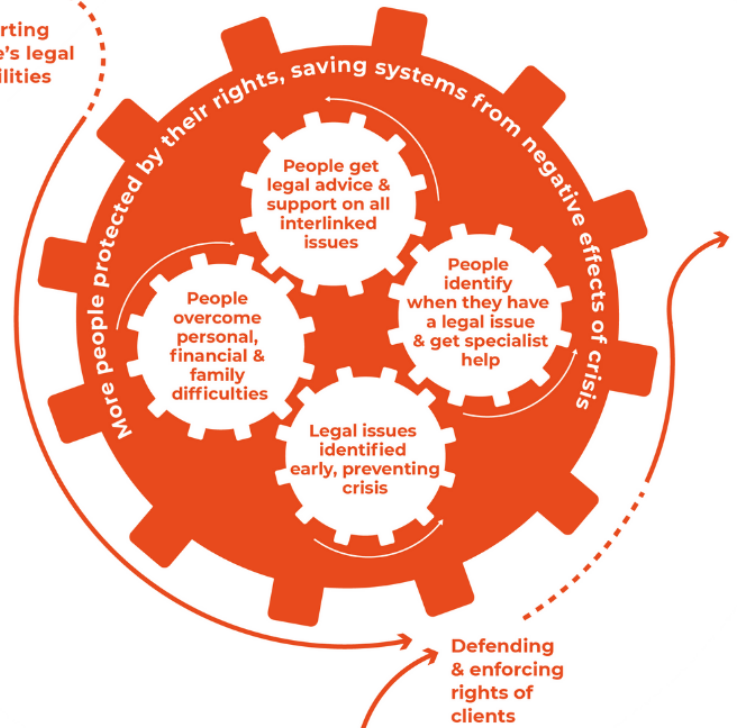
The Law Centre is a member of the national Law Centres Network. It is governed by a board of trustees, who are the Directors of Central England Law Centre - a company limited by guarantee. The Trustees meet monthly to monitor the Law Centre's work and give guidance on policy and direction. The Law Centre employs a chief executive officer (CEO), solicitors, caseworkers, admin and reception staff. Staff are organised into teams with a team head to lead and manage them. The CEO is responsible to the Trustees for the running of the Law Centre and advises them on policy issues. Each team covers one or two areas of law. Staff generally work in only one team but we recognise that many cases cross boundaries and staff therefore need to be able to work closely with other teams where their expertise are required. You can find out more about the Law Centre by looking at our website www.centralenglandlc.org.uk

In 2022 the law centre refreshed its organisational strategy, developed with staff and trustees following the Covid-19 pandemic and cost-of-living crisis. Our rights in the community strategy sets out our vision of a fairer, more just society in which an understanding of rights and their power is embedded within communities.

The key driver for our approach and the biggest volume of our activity will always be our work with individuals to ensure more people are protected by their rights and to build their understanding of where they can use legal rights to protect themselves in the future.

People

Supporting people's legal capabilities

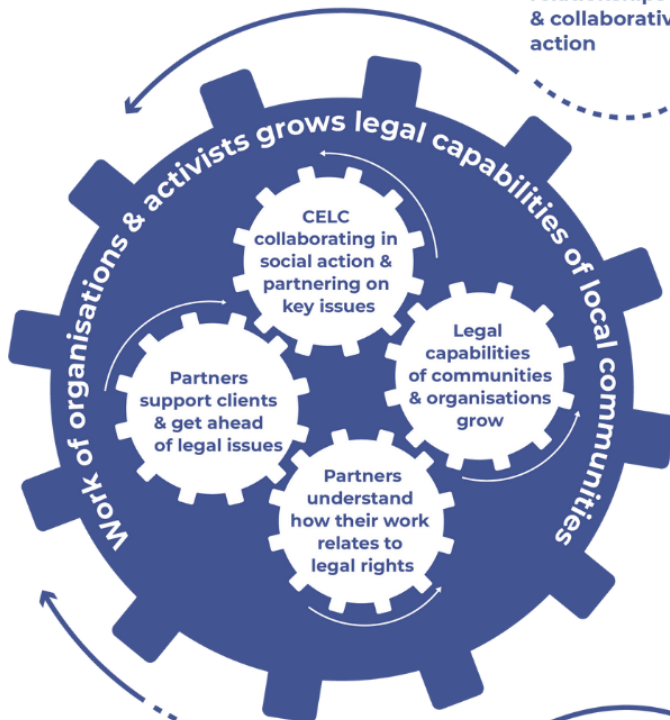


Defending & enforcing rights of clients

We work alongside our strategic partners so that we can better understand the challenges and issues that local communities face. We share our legal expertise and in close partnerships with other community-focused services we help to place legal rights at the heart of their work and to activate a rights-based approach in their support.

Partnership

Developing relationships & collaborative action



Enhancing work of front line organisations

We build alliances with organisations, pooling evidence of service gaps and patterns in clients' needs and using it as the basis of our activity and collaborative campaigns.

We take strategic action at a local, regional and national level to influence change in policy and legislation, ranging from strategic litigation, membership of local statutory steering groups, boards and advisory bodies through to the work of the Strategic Public Law Clinic, work on national campaigns and responding to calls for evidence.

Policy

Evidence, research, continuous improvement



Strategic action & policy influence

Job Title: KIND UK Triage Supervisor

Reports to: National Coordinator, KIND UK

Location: Anywhere in the UK (with an option to work from offices in Coventry or Birmingham)

Duration: Fixed term until June 30th, 2025 with a possibility of extension

Hours: Part-time, 15 hours per week

Salary: From £30,909 to £35,244 (pro-rata, depending on experience)

Purpose:

Kids in Need of Defense UK is a collaboration between four award-winning, UK based not for profits that specialise in children's immigration and asylum law. We partner with lawyers and law firms across the UK to provide the highest quality legal advice and representation for free to undocumented children and young people. Central England Law Centre (CELC) is the UK's Largest Law Centre and the lead partner in the KIND UK collaboration. The successful candidate will be working with Central England Law Centre on the KIND UK project.

This is a key role for which we're seeking a suitably qualified and experienced immigration adviser. They will be responsible for providing an excellent frontline service to KIND UK clients.

The successful candidate will be subject to an enhanced DBS check.

Responsibilities

Working alongside other members of the KIND Team, the Triage Supervisor will:

- Assess referrals which have been flagged for legal advice by KIND UK administrators, for merit and suitability for the KIND UK project
- Assess and agree the appropriate level of service, making the initial triaging decision on referrals
- Provide internal legal advice on referrals with legal complexities
- Provide one-off advice to prospective clients via telephone and/or email, where appropriate
- Make onward referrals to other suitable immigration advisers and other services, where appropriate

- Supervise paralegals conducting initial factual (telephone) interviews to collect further information
- Maintain detailed and accurate records on the case management system of information received, advice given, and actions taken
- Ensure information recorded on the case management system to allow colleagues and other project participants to begin work when a case is opened

General

- Demonstrate commitment to the vision, mission and aims of Central England Law Centre and Kind UK
- Abide by policies and procedures as set out in the office manual and staff handbook
- Attend team meetings and CELC away days as required Represent KIND UK externally as necessary
- Any other task reasonably required within the context of this post

Essential

- OISC L3 or admitted as a solicitor or barrister in the UK or equivalent right to give immigration advice
- Significant post-qualification experience in child, young person and adult immigration and nationality law
- Broad and confident knowledge of UK immigration and nationality law and policy
- Experienced and confident in making independent and swift decisions on legal issues in immigration and nationality law
- Excellent oral and written communication skills
- Excellent organisational skills with the ability to organise and prioritise workload, ensuring excellent service to your team and clients at all times
- Ability to get on with people, be polite under pressure and to work co-operatively as part of a team
- Comfortable working in a geographically dispersed team*
- Experience of using Microsoft Word, Excel, Outlook & Sharepoint

Desirable

- Experience of working in a triage function
- Experience of working with vulnerable clients
- Experience of working with social workers and other children's services professionals

*The majority of KIND UK team members work from home. Should a candidate be keen to work from an office, space is available within the Central England Law Centre Offices in Coventry and Birmingham.

To apply for the post you will need to provide

- A completed KIND UK Triage Supervisor form (link on our website)
- An up-to-date CV which should include the names and addresses of your referees
- A covering letter of no more than two sides of A4 which should include:
 - Please describe how your skills, qualities and experiences will allow you to meet the requirements set out in the Job Description. Where possible, provide examples (which could be from a professional, voluntary or personal context) which demonstrate those skills, qualities and experiences
 - Explain how you would like to use the law and community participation to bring about positive change in your community. If possible, please relate your answer to your experience to date
- A completed equality and diversity form (section 3 and 4 of the KIND UK Triage Supervisor form)

Please email your completed application to recruitment@centralenglandlc.org.uk by **10am 7th October 2024.**

Please do not submit any additional papers. We will only consider the information in the CV and personal statement.

We really want you to give you an opportunity to demonstrate your abilities and skills. We therefore strongly suggest that you pay particular attention to the job description and person specification when completing your application.

We will confirm receipt of your application by email. We will then shortlist applications and successful applicants will be contacted by email and telephone and invited for interviews.

We expect to hold interviews on the week commencing **14th October 2024.**

If you are selected for interview, we will contact you to arrange a suitable time for us to meet with you. We will ask you whether we need to make any specific arrangements for you to be able to attend an interview with us. The interview will take place in our Coventry office which is wheelchair accessible and has disabled toilet facilities.

The interview will take place face-to-face and will consist of two people, one of which will be the National Coordinator for KIND UK. The interview will last for approximately one hour.

If you are successful, we will proceed by making a job offer which will be subject to satisfactory references. We will require you to provide two referees, one of which should be your previous employer.

We monitor our selection process for compliance with our statement of commitment to equal opportunities.