

Crisis Navigator

Recruitment Pack 2021

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# Introduction

Thank you for your interest in becoming a Crisis Navigator with Luton Law Centre.

Luton Law Centre was formed in 1989. We are a member of the Law Centres Network, and a [not-for-profit](https://en.wikipedia.org/wiki/Not-for-profit) [legal practice](https://en.wikipedia.org/wiki/Legal_practice), a company limited by guarantee and a registered charity. We are independent, and the work of the Centre is governed by an elected Board of Trustees.

The Law Centre movement has been active in the UK since the 1970s. As a movement, we specialise in the areas of civil law most relevant to disadvantaged communities and offer specialist legal advice, casework, and representation in these areas of law. Our role is to assist people who cannot afford a lawyer and increase the delivery of legal aid and areas of law to the most vulnerable people. Although the extent and scope of legal aid has decreased in recent years, Luton Law Centre remains a key resource in our community.

As Luton’s specialist Legal Advice Agency, we give professional, confidential legal advice and assistance.

We offer three areas of law, Housing, Community Care, and Immigration and Asylum.

For each area of law, we offer a free advice line twice a week. Anyone can phone us at these times to get immediate and free legal advice about housing issues, getting the right care and support at home, or about immigration and asylum.

We offer detailed casework and representation for clients who are eligible for legal aid in Housing, Community Care, Immigration and Asylum. We also receive grant funding from Bedfordshire and Luton Community Foundation as part of the Luton Rising Community Investment Fund, the Community Justice Fund and a number of charitable trusts. We hold the Lexcel Quality Mark.

We look forward to your application.

Pauline Gilson

Centre Director

Luton Law Centre

# About Luton Law Centre

## What We Believe

We believe that Luton Law Centre is a valuable local resource and that society is stronger when everyone has access to justice, regardless of their means.

We use our legal expertise to stand up for the rights of disadvantaged people.

## Our Objectives

The Objects of the Charity are

1. to relieve poor persons resident or working in a designated area by providing such persons with legal advice, assistance, representations, and services which they could not otherwise obtain because of lack of means.
2. to advance the education of qualifying persons in relation to the law and legal issues and to make the law known and accessible to them.
3. to advance any charitable purposes beneficial to the qualifying persons and their community.

## What We Do

We focus on providing legal services to people who may be marginalised in society, or who are experiencing discrimination.

Our clients are from a wide variety of ethnic minority community groups.

Most of our clients are disadvantaged.

Our aim is to discover the underlying cause of problems and take a holistic approach to solving those problems for both the client and the community.

We can’t solve all the problems through legal work, so we maintain a high level of awareness of the services available in the area and refer our clients to those services where appropriate for other specialist support.

We are staffed by a Centre Director, a Senior Solicitor, 6 solicitors/caseworkers, a trainee solicitor and an administrator. The areas of Law that we currently cover are:

* Housing
* Community Care
* Immigration and Asylum

We offer a free advice line in each area twice a week and provide detailed casework and representation for clients.

# Background to the Role

We are seeking a highly motivator and proactive individual to join our small, friendly team to work as a Crisis Navigator to triage enquiries including taking initial instructions, receive and make referrals to partner organisations and build new partnerships to expand the reach of our services.

The post-holder will be able to demonstrate empathy and be committed to improving the well-being of those that are socially excluded. They will have experience of providing advice to members of the public in a community advice setting.

## Location

The post holder will be based at our office in Luton town centre (hybrid working during the pandemic).

## Salary

Up to £23,500 according to experience. Job Share welcome.

## Hours

Monday to Friday – 9.30am to 5.30pm - 35 hours per week.

## Annual Leave

30 days annual leave (FTE), including statutory holidays.

## Contract

The position is initially for a fixed term of one year.

## Closing Date

The closing date for applications is 5pm on Tuesday 4 January 2022. Applications should be sent by email to [pgilson@lutonlawcentre.org.uk](mailto:pgilson@lutonlawcentre.org.uk)

Job Description Crisis Navigator

**Reports** **to**: the Centre Director and the Senior Solicitor.

Duties

1. To receive initial enquiries from clients, document these instructions and to provide an effective triage service.
2. To take referrals from partner organisations across Luton, for example community centres, Luton Access partners and other agencies.
3. To identify where it is appropriate to give initial advice (with appropriate training) and support to clients to include research and drafting of advice letters, contacting clients to follow up on their advice, ensuring they understand what their possible next steps are, and if they are comfortable to progress them.
4. To establish, develop and maintain relations with external organisations that provide support to vulnerable people in Luton to ensure they can access the services provided by Luton Law Centre and that effective referral and signposting can take place.
5. To input, update and maintain data held on the Case Management System including to document advice and casework, ensuring that it is compliant with the Lexcel QM standard.
6. To accurately assess eligibility for legal aid in areas of law where legal aid is available and obtain appropriate evidence of means for Legal Aid Agency purposes.
7. To ensure that the website is a useful, accessible place to gain advice.
8. To ensure that your own knowledge and expertise are as up to date as possible in the relevant areas of law to a sufficient standard to effectively triage clients and, where appropriate, provide initial advice.
9. Assist with research and campaigns work by providing information about clients’ circumstances.
10. Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisation’s management.
11. Identify your own training and development needs and implement plans to meet them.
12. Work in accordance with the policies and procedures as set out in the Office Manual and amended from time to time. We place particular emphasis on our Confidentiality and Equal Opportunities policies.
13. Assist in cover arrangements during the absence of other members of staff or at times of pressure.
14. To undertake your own typing, filing, word processing and administration.
15. To undertake any other duties as may be reasonably required.

Person Specification

**Required**

1. Skills to assist clients through different types of media including telephone, letter, email, video link and face to face.
2. Ability to engage and collaborate with existing and new partner agencies allowing them to refer people with confidence.
3. Excellent communication skills (oral and written) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
4. Excellent organisational and time management skills.
5. Full understanding of the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and services.
6. At least one year of experience of giving general advice and information in a community setting.
7. Ability to learn quickly and to undertake research.
8. Ability to work on own initiative as well as part of the team and ability to work independently with limited supervision.
9. Excellent IT skills including the ability to use the MS Office suite.
10. Experience of working to demanding time scales in a pressurised environment.
11. Empathetic, patient and caring attitude towards working with colleagues, clients and partners.
12. Commitment to contributing to, and appreciation of, Luton Law Centre’s Equality and Diversity policies.

**Desirable**

1. Some experience in providing specialist advice.
2. An English law degree.
3. Experience of using a case management system.
4. Experience of working with communities/individuals who are marginalised, affected by discrimination and/or working with agencies in the voluntary or statutory sector in a relevant field of work.
5. Experience of working with a variety of partner organisations.

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# How to Apply

Please apply using the application form. Please do not send your CV.

You should refer to the documentation in filling out the application form and show how you meet the person specification and can demonstrate the skills that we are seeking.

### Ways to Complete the Forms

1. You can fill the form directly in this pdf using the free Adobe Acrobat Fill & Sign Tool. You can find instructions at <https://helpx.adobe.com/acrobat/using/fill-and-sign.html#fill_your_PDF_form>
2. Alternatively, you can download a Word Version of the required forms at <http://www.lutonlawcentre.org.uk/vacancies/> or request the forms from the office on 01582 482000
3. You can also download or request the forms and fill in by hand.

### Send Your Application.

Please send your completed application form to: [pgilson@lutonlawcentre.org.uk](mailto:pgilson@lutonlawcentre.org.uk)

**The deadline for applications is 5pm on Tuesday 4 January**

Please do not hesitate to call with any questions you may have. You may speak to Pauline Gilson, the Centre Director, on 07702 884562.

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| --- | --- | --- | --- |
| **A** | **Personal Details** | | |
| Name |  | | |
| Address |  | | |
| Postcode | |  |
| Email |  | | |
| Daytime telephone |  | Evening telephone |  |
| May we contact you during the day? | | YES | NO |

# Application Form for post of Crisis Navigator

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **B** | **Eligibility** | | | | | | |
| When are you free to take up a post? | | | | |  | | |
| Do you need a work permit or permission from the Home Office to take up this post? | | | | | YES | | NO |
| National Insurance No.: | | | | |  | | |
| Do you have any criminal convictions?  *If yes, please give details in your covering letter.*  This should exclude any spent convictions under Section 4(2) of the Rehabilitation of Offenders Act 1974, unless the job for which you are applying involves working with vulnerable adults or children in which case cautions, bindovers, pending prosecutions, spent and unspent convictions must be declared. A criminal conviction is not necessarily a barrier to appointment. A Criminal Records Bureau check will be undertaken. | | | | | YES | | NO |
| Are you subject to any disciplinary or other restrictions through a professional body (e.g. SRA)?  *If yes, please give details in your covering letter.*  This is not necessarily a barrier to appointment. | | | | | YES | | NO |
| Do you have any disability for which you need special provision?  *If yes, please give details in your covering letter.* | | | | | YES | | NO |
| **C** | **Referees (Please give the contact details of two referees)** | | | | | | | |
| **May we contact your referees prior to offering you the post?** | | | | **Yes** | | **No** | | |
| 1. **Name** |  | | | | | | | |
| Role |  | | | | | | | |
| Address |  | | | | | | | |
| Postcode | |  | | | | | |
| Email |  | | | | | | | |
| Daytime telephone |  | Evening telephone |  | | | | | |
| 1. **Name** |  | | | | | | | |
| Role |  | | | | | | | |
| Address |  | | | | | | | |
| Postcode | |  | | | | | |
| Email |  | | | | | | | |
| Daytime telephone |  | Evening telephone |  | | | | | |

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| **D** | | | **Employment History**  Please give your employment history, including periods of unemployment or time caring for dependants etc. Please indicate whether full-time, part-time, paid, or voluntary, and give dates, starting with the most recent. Continue on additional sheets where necessary. | |
| **From** | **To** | **Employer & Contact Details** | | |
|  |  |  | | |
| **Job Title** | |  | | |
| **Reason for Leaving** | |  | | |
| **Salary at this post** | |  | | |
| **Duties/Responsibilities** | | | | |
|  | | | | |
| **From** | | **To** | | **Employer & Contact Details** |
|  | |  | |  |
| **Job Title** | |  | | |
| **Reason for Leaving** | |  | | |
| **Salary at this post** | |  | | |
| **Duties/Responsibilities** | | | | |
|  | | | | |
| **From** | | **To** | | **Employer & Contact Details** |
|  | |  | |  |
| **Job Title** | |  | | |
| **Reason for Leaving** | |  | | |
| **Salary at this post** | |  | | |
| **Duties/Responsibilities** | | | | |
|  | | | | |
| **From** | | **To** | | **Employer & Contact Details** |
|  | |  | |  |
| **Job Title** | |  | | |
| **Reason for Leaving** | |  | | |
| **Salary at this post** | |  | | |
| **Duties/Responsibilities** | | | | |
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| --- | --- | --- | --- |
| **E** | | **Education and Training** | |
| **From** | **To** | | **School/college/university/training provider** |
|  |  | |  |
| **Courses Completed/Qualifications Gained** | | | |
|  | | | |
| **From** | **To** | | **School/college/university/training provider** |
|  |  | |  |
| **Courses Completed/Qualifications Gained** | | | |
|  | | | |
| **From** | **To** | | **School/college/university/training provider** |
|  |  | |  |
| **Courses Completed/Qualifications Gained** | | | |
|  | | | |
| **From** | **To** | | **School/college/university/training provider** |
|  |  | |  |
| **Courses Completed/Qualifications Gained** | | | |
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| **F Please outline why your skills and experience match our person specification and skills requirement. You may continue on another sheet to a maximum of 2 A4 sheets.** |
|  |

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| --- | --- |
| I declare that the information given on this form, and in the covering letter provided with it, is correct to the best of my knowledge and understand that by signing this form I give consent to my personal information being recorded and stored in line with the Luton Law Centre Privacy Policy (available online). | Signature |
| Date |  |

# Recruitment Monitoring Form

When we advertise for posts, we like to be able to monitor and check that we are attracting a wide variety of applicants. It is helpful to us if you can complete and return this form, together with your application.

This monitoring form is detached from your application as soon as we receive it, and none of the information contained in it is used for any selection or election purposes.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **General Information** | | | | | | | | |
| Are you | Female |  | Male |  | Other |  | Prefer not to say |  |
| Are you aged | Under 25 |  | 25-40 |  | 40-60 |  | Over 60 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **How do you describe your ethnic origins?** | | | | | |
| White British |  | White/Black Caribbean |  | Indian |  |
| White Irish |  | White/Black African |  | Pakistani |  |
| White Other |  | White/Asian |  | Bangladeshi |  |
| Black Caribbean |  | Mixed Other |  | Asian Other |  |
| Black African |  | Chinese |  | Other |  |
| Black Other |  |  |  | Prefer not to say |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Do you have a disability?** | | | |
| Not considered disabled |  | Cognitive impairment |  |
| Physical impairment |  | Long-standing illness or condition |  |
| Sensory impairment |  | Other |  |
| Mental Health Condition |  | Prefer not to say |  |
| Learning disability/difficulty |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Religion** | | | |
| Buddhist |  | Muslim |  |
| Christian |  | Sikh |  |
| Hindu |  | Other - please specify |  |
| Jewish |  | Prefer not to say |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sexual Orientation** | | | | | |
| Bisexual |  | Gay Woman/Lesbian |  | Gay Man |  |
| Heterosexual/Straight |  | Other |  | Prefer not to say |  |