**Case Advisors Role Specification**

**1. Recruiting into the Case Advisor Role**

The Case Advisor role is a senior volunteer role. A recruit shall be interviewed by the National Manager and at least one Trustee.

Case Advisors report directly to the National Manager.

**2. Role Description**

This is a senior role which mirrors the role carried out by the National Manager in advising service users on their best course of action and involves communicating with solicitors, having a detailed knowledge of legal procedures, and keeping abreast of developments in private family law including writing LASPO evidence letters, legal aid applications, etc. The role involves some or all of,

* Providing detailed advice and support to service users of the charity on child contact issues in Private Law proceedings;
* Providing such support within a context of allegations of domestic abuse, either against or by the service user, or both;
* Supporting solicitors and other legal professionals in working with individual service users (e.g., at support meetings or at other times);
* Preparing LASPO evidence letters to support applications for legal aid (domestic violence gateway);
* Taking part in, and possibly chairing, monthly support meetings of the charity (when these resume);
* Being integrated into the charity’s “workflow” process, i.e., responding to incoming service users via our helpline, meetings or professional referrals, being conversant with the data gathering process (Service User Packs), and contributing to the team making outbound calls to service users to collect such data and to progress their case;
* Supporting service users at court appearances, depending upon experience.

**3. Desirable Experience**

The items of “desirable experience” listed below are neither exhaustive nor mandatory. Attention should focus on the candidates’ assessed ability to meet the role requirements rather than specific elements of experience *per se*. However, the seniority of this role suggests some items listed below are expected.

* Substantial relevant experience of Private or Public Law procedures acquired through direct involvement with cases (preferably not your own) or when acting as a Pro-bono McKenzie Friend;
* Experience with providing services/advice to people in a distressed state, especially men;
* Experience as a legal executive / social worker / psychologist / family support professional or similar working primarily with children and families;
* Undertaking or recently (within 2 years) having completed legal studies at university or similar level with a substantial component of family law (Public or Private);
* Other associated professional experience, such as in mediation, counselling, or domestic abuse services are also relevant.

**4. Time Commitment**

* Minimum of 2 hours per week, in addition to attending at least six of the charity’s local monthly support meetings over the course of a year;
* Sufficient time per month to read information issued or disseminated by the charity to keep abreast of events;
* Commitment to undertake *ad hoc* training to ensure appropriate detailed knowledge of legal procedures.