

JOB DESCRIPTION

Job Title: Caseworker (Housing & Homelessness)

Department: Casework

Salary: Volunteer

Hours: 4 hours (Saturdays 14:00-18:00) plus some home working throughout the week as required

Location: Bethnal Green

Responsible to: Specialist Caseworker, Programmes and Services Manager and Executive Director

Contract length: 3 month minimum term

About TLC

The Trans Legal Clinic is the first trans-led specialist gender identity legal practice and registered charity in the UK. The mission of the Trans Legal Clinic is simple; we provide free and accessible legal help to transgender and non-binary people in need. Our overarching vision is a society where all people have access to the legal resources required for gender self-determination and where gender diversity is not just accepted but embraced, with trans* people equipped with the necessary legal tools to navigate the world in their affirmed gender.

Service Introduction

The Casework department is the core of our organisation. Caseworkers work directly with clients by offering them support and advocacy. We have assisted over 70 clients since October 2023.

Our Casework department is divided into four teams. Each team constitutes one Specialist caseworker who oversees 5-15 casework volunteers. Our four teams are:

- Housing and Homelessness
- Discrimination
- Gender Recognition: legal transition and healthcare advocacy
- Gender-Based Violence: domestic abuse and hate crimes

Housing team: Our Housing and Homelessness team specialises in providing legal support to the trans* community, covering government housing applications, discrimination in the private rental sector, and advice and support related to

homelessness. We are dedicated to advocating for trans *rights and ensuring access to safe and stable housing.

Key tasks and responsibilities

Support and outreach

- Be fully aware of safeguarding issues and lead on client risk management within the service
- Update the Housing and Homelessness client database to ensure client records are updated within timeframes and they accurately record interventions and demonstrate progress.
- Reach out to organisations that specialise in Housing & Homelessness, especially those that work with trans* people, to collaborate and share knowledge and resources.

Teamwork

- Engage with assigned casework and support other caseworkers in the Housing & Homelessness team.
- Keep your fellow caseworkers and supervisor updated on your case progression and any issues you encounter throughout the process.
- Set out to reach team performance targets.
- Attend team meetings and contribute to discussions.
- Be respectful to colleagues and support good communication between all stakeholders.

Research

- Work with the specialist caseworker and colleagues to create resources on relevant legislation, case studies, and good practice, in order to become more knowledgeable and independent whilst working with clients.
- Work with the specialist caseworker and colleagues to create resources for clients and those seeking information on our website about their rights regarding Housing & Homelessness.
- Conduct case-specific research tailored to your client's specific needs, aims, and circumstances.
- Create resources for clients and those seeking information on our website about their rights regarding housing and homelessness.
- Conduct research into Housing & Homelessness and how it affects trans* and gender diverse people.

Review

- Review and evaluate own performance to identify strengths and areas for development.
- Undertake development and training opportunities.

General

- Adhere to Trans Legal Clinic’s Policies and Procedures at all times.
- Cover for other members of the team and department as necessary.
- Be proactive in reviewing and evaluating own performance and identifying upon areas for improvement and development.
- Undertake any other duties compatible with the level and nature of the role and/or reasonable duties required by more senior members of staff.
- Attend and participate in external meetings and briefings as required.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Trans Legal Clinic. The post holder will be expected to undertake other duties as appropriate and as requested by their line manager.

Person Specification

Please complete the application form. In the ‘Supporting Statement’ section, please explain how you fulfil each of the points in order they appear.

Essential criteria are those that are required in order to succeed in the role. Desirable criteria are those that would be beneficial to the candidate in this position.

Requirements	Essential	Desirable
Education, Qualifications and Background		
1. Relevant educational qualification (e.g. Bachelors or diploma in Law), or extensive recent experience of working with Housing & Homelessness	X	
2. Certificate and/or training in trans* awareness		X
Experience		
3. A commitment to trans* rights and a keen interest in working with trans* people	X	
4. Experience of casework and/or working in a client support service		X
Knowledge, Skills and Abilities		
5. Knowledge of legislation relevant to Housing & Homelessness.		X

6. Knowledge of the issues confronting trans* people and Housing & Homelessness needs of the trans* community	X	
7. Knowledge of safeguarding and risk assessment, particularly regarding trans* people		X
8. Strong interpersonal, communication and presentation skills, with the ability to communicate with a wide range of stakeholders. Ability to build and maintain relationships with community organisations, solicitors, and voluntary sector organisations	X	
9. Proficiency in Microsoft Office packages, especially Teams and SharePoint, with strong IT and administration skills	X	
10. Ability to work with clients to develop outcomes and actions to achieve these	X	
11. Ability to create online resources for trans* people facing homelessness and housing insecurity		X
12. Ability to articulate empathy with needs of trans* people facing Housing & Homelessness issues. Working knowledge of the intersectional social issues that affect trans* people and impact upon their wellbeing and Housing & Homelessness	X	
13. Experience of inputting and maintaining up-to-date client records and case notes, in accordance with organisational policies, privacy policies and GDPR requirements		X
Values		
14. Commitment to supporting and improving the wellbeing of trans* people facing Housing & Homelessness, maintaining a client-led approach	X	
15. Commitment to equal opportunities and upholding and complying with Trans Legal Clinic's Equality, Diversity and Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, services users and other members of the community	X	
In addition		
16. Willingness to work in a flexible way, including some out of hours remote working as required to meet the needs of the service, as well as events and networking opportunities	X	

Equity, Diversity and Inclusion

The Trans Legal Clinic strongly believes in the value of lived experience, and we encourage applications from individuals who bring unique perspectives shaped by their experiences. For this role, this includes trans* and gender diverse individuals and those who have experienced homelessness and housing insecurity.

We recognise that some communities are underrepresented within our organisation. We particularly encourage applications from trans* people of colour, trans femmes, and trans people with experience of seeking asylum and refuge.

As part of our commitment to equity, we offer a Guaranteed Interview Scheme for disabled candidates who meet the essential criteria for the role. Additionally, in line with our requirements under the Equality Act 2010, we will provide reasonable adjustments at all stages of the recruitment process and in the workplace. Please ensure you list any reasonable adjustments you will require in the application form.