



JOB DESCRIPTION

- Post:** Family Paralegal (FLOWS)
- Responsible To:** Director of Domestic Abuse Legal Services
- Hours:** 35 hours per week
- Location:** Based at our office within the Central London Family Court.
- The successful candidate will be required to be office-based full-time for the first six weeks as part of their induction. Following this, hybrid working will become an option, with attendance at our office a minimum of two days per week and the option to work from home for up to three days per week, subject to service requirements.
- Term:** Fixed term contract until 30 September 2027 (Maternity cover)
- Salary:** £30,000 per annum

FLOWS (Finding Legal Options for Women Survivors) is an England and Wales project delivered with Rights of Women to support and advise survivors of domestic abuse with their legal remedies, as well as advising the front-line professionals who support them. This post will work as part of our FLOWS team, within our vibrant family legal centre based at the Central London County Court. The majority of time will be spent reviewing cases on CourtNav, our award-winning online application to assist people to complete relevant court forms, as well as delivering phone advice to survivors and front-line workers who have queries about domestic abuse cases, workers who have queries about domestic abuse cases, and taking on cases under supervision.

JOB PURPOSE

1. To provide high-quality legal advice and support to survivors of domestic abuse, helping them to understand their legal options and access appropriate legal remedies.
2. To provide legal guidance and advice to frontline professionals, enabling them to effectively support survivors of domestic abuse
3. To contribute to the delivery of the national FLOWS service by reviewing CourtNav applications and ensuring cases are progressed appropriately.

4. To provide dedicated FLOWS legal advice appointments, offering specialist legal advice and guidance to survivors of domestic abuse on their legal options and available remedies
5. To deliver the FLOWS telephone advice line, providing initial triage, information and signposting to survivors of domestic abuse and frontline professionals to help them access appropriate support and legal services

CASEWORK DUTIES AND RESPONSIBILITIES

6. Deliver support through our FLOWS phone and email service which will include front line advice providers on legal remedies and legal options.
7. To review and verify CourtNav Non-Molestation Order and occupation order applications for survivors who do not access legal aid
8. Deliver advice to clients in relation to domestic abuse remedies through the FLOWS legal advice appointments
9. Ensure that all advice, assistance and representation comply with our quality standards through participating in supervision and support
10. To keep accurate case records and use the appropriate case management systems
11. To participate in regular file reviews and casework supervision as needed and participate in being supervised and appraised
12. To manage own workload
13. To work as part of a team including volunteer legal assistants.
14. To participate in staff and team meetings.

Training & Development

15. Undertake training programme which includes observation, undertaking supervised activities, following learning modules and training sessions
16. To maintain an up-to-date knowledge of relevant changes in law and policy and undertake training as required.
17. Learn to work within the policies of RCJ Advice including the Equality and Diversity policy, confidentiality and data security and be familiar with key components of legal advice work.
18. To undertake other duties as may be identified and which are generally compatible with the functions of the post.

Person Specification

Essential

1. Hold a Law Degree or LPC
2. Experience of working within family law – this could be within a law firm or modules completed at college
3. Experience of working with people in a legal context either voluntary or paid environment
4. Good interpersonal skills and the ability to work well in a team, encourage effective team work and maintain effective working relations with other teams.
5. An ability to communicate effectively on the phone, through email and in person
6. A commitment to deliver advice services to domestic abuse survivors
7. Commitment to maintaining confidentiality and safeguarding responsibilities at all times.
8. Word processing and IT skills to use the case management system and willingness and ability to undertake data entry.
9. An understanding of and commitment to professional advice standards including conflict of interest and client confidentiality.
10. A commitment to the organisation's policies, including Equality and Diversity