

Lead Caseworker Volunteer

Job Description

Location

Home Based, with the potential to do some face-to-face activity – Supporting clients by telephone, email, text, video conferencing platforms.

Travel

Dependent on the case, you might be required to travel anywhere in London. Planning Aid for London will reimburse your costs.

Start date

July 2024

Responsibilities

- Provide high quality, in-depth, impartial, and confidential advice to clients on issues relating to planning.
- Provide practical help such as writing letters, completing planning applications, reviewing responses to planning applications and regulation 19 consultation responses, making phone calls, and helping clients fill in forms.
- Respond to all queries from the Project Manager and the client in a professional and timely manner
- Adhering to Planning Aid for London's standards and agreements.
- Explain the range of choices available to them and what they mean
- Consider options and identify the best possible course of action.

Time Commitment

- we are looking for someone who can make an ongoing commitment of at least a year
- At least 5 hours a month (this is usually during Monday – Friday but some volunteers prefer to contact clients on weekends)

Skills you will have

- Good organisation and time management skills
- An understanding of planning policy and the impact that it has on disadvantaged people in London (understanding of development management, local plan policy and heritage is desirable)
- An understanding of planning i.e., the stages of a planning application or a Boroughs Local Plan
- An understanding of the value of planning issues that affect Londoners
- Administration
- Time Management
- Teamwork

Skills you will gain

- In-depth understanding of the issues facing Londoners
- Knowledge of support that is available
- Making a real difference to someone's life
- Listening and communicating complicated terms in an easy-to-understand way
- Administration
- Time Management
- Teamwork

What we Provide

- Regular gatherings both online and in-person
- Training sessions
- Volunteer newsletter
- Opportunities to liaise with senior professionals across the Built Environment

Recruitment stages

- Apply for the role
- Have an informal with our project manager on week commencing Monday 2 July
- Attend an online onboarding session on week commencing Monday 16 July 2024
- Start volunteering!