

advocate



Caseworker (Regional)

Thank you for your interest in working at Advocate.

We are a national charity that matches people who need free legal help with barristers who are willing to donate their time and expertise for those who cannot obtain legal aid and cannot afford to pay. We believe that fair and equal access to justice is the foundation of our society, and the quality of your legal representation shouldn't depend on the depth of your pockets, but the merits of your case.

We are the only pro bono charity to provide access to legal assistance in all areas of law, in all courts and tribunals across England and Wales. We exist because committed barristers care about access to justice for everyone. We have been facilitating free legal help since 1996 and have grown into a thriving organisation, working with almost 4,500 volunteer barristers. Our staff team comprises 23 staff and we have 13 trustees on our Board, which is chaired by Sharif Shivji KC.

About the role

We are seeking two Regional Caseworkers to join our team, one in the Northern Circuit and one in the Northeastern Circuit. This role has a dual focus, combining casework responsibilities with stakeholder management, requiring the successful candidates to build strong relationships and rapport across their assigned circuit. You will also represent Advocate by attending events and delivering information sessions to raise awareness of our services and promote our work. Job applicants must be based in the North or North Eastern Circuit parameters.

Job Description and Person Specification

Vacancies:	1 : Northern Circuit & 1 : Northeastern Circuit
Reporting to:	Casework Manager
Salary:	£31, 733.60
Location:	Northern Circuit or North Eastern Circuit
Contract:	Permanent
Closing Date:	Monday 22 nd June - 10.00am
Interviews:	Week commencing 29 th June

Our standard benefits include:

- 25 days' annual leave, plus birthdays, Christmas closure and bank holidays
- Pension scheme
- Ongoing training and development
- Employee Assistance Programme

1. Casework management

- Taking ownership of progressing allocated cases in a timely manner, proactively managing delays, risks, and follow-up actions.
- Managing a caseload in line with agreed service standards and contributing to casework KPIs, including timeliness, quality, and placement outcomes. This includes:
 - Reviewing applications to understand the legal issues raised and the nature of assistance sought.
 - Reviewing supporting documentation, identifying gaps in information or evidence, and liaising with applicants or referrers to obtain further materials where required.
 - Preparing, organising, and bundling case papers for review and onward use.
 - Communicating eligibility decisions sensitively and clearly to applicants and relevant stakeholders.

- For eligible cases, allocating matters strategically to appropriate volunteer barristers, taking account of expertise, capacity, and case requirements.
- Acting as the primary point of contact for allocated cases, providing ongoing support to barristers and assisting with case progression as needed.
- As required, providing casework training sessions for volunteers or interns and supervising them undertaking casework tasks.

2. Service Development

- Using casework systems, databases, and digital tools accurately and consistently to support efficient case progression, monitoring, and recordkeeping.
- Supporting the effective operation of casework systems and processes.
- Supporting consistency in decision-making by applying organisational guidance and sharing learning with colleagues.
- Under the supervision of the Casework manager, contribute to the continuous improvement of the Casework function such as by:
 - Contributing to internal knowledge management by maintaining and updating casework guidance, templates, and shared resources.
 - Identifying and recommending practical improvements to casework delivery based on day-to-day experience and case trends.
 - Flagging systemic issues, risks, or inefficiencies in service delivery to the Casework Manager.

3. Stakeholder Engagement

- Developing and maintaining awareness of the regional legal landscape, referral networks, and stakeholder needs within the allocated circuit.
- Identifying opportunities through casework activity to strengthen regional engagement in a specific circuit, and feeding these back to the Engagement Manager and Director of Casework.

- Under the direction of the Casework Manager and Engagement Manager, contribute to the growth of pro bono activities in a specific circuit. This includes:
 - Building and maintaining positive working relationships with volunteer barristers, clerks, and chambers through day-to-day casework and placement activity – with a focus on the caseworker’s circuit.
 - Supporting effective referral pathways by liaising with solicitors, advice agencies, and other frontline organisations in relation to individual cases.
 - Acting as a point of contact for volunteer barristers on allocated cases or in a specific circuit, ensuring they are appropriately supported and engaged with Advocate’s work.
 - Representing Advocate professionally in interactions with external stakeholders, contributing to its reputation and relationships. This may include attending regional pro bono committee meetings as Advocate’s representative.

4. General

- Undertaking any other responsibilities as reasonably requested by the Senior Management team.

Person Specification

1. Knowledge and Experience Process

Essential

- Resides in the Northern or North Eastern Circuit
- Demonstrable experience in administrative, advice, or casework roles within a legal or charity environment.
- Awareness of and interest in the legal system and access to justice; expert legal knowledge is not required.
- Understanding of the Bar of England and Wales and the role of barristers in providing pro bono legal support.
- Experience of maintaining accurate and confidential records in line with data protection and GDPR requirements.

- Understanding of equality, diversity, and inclusion principles in service delivery.

Desirable

- Experience of using client or document management systems (e.g. Salesforce, Lamplight, or similar).
- Awareness of safeguarding principles when working with vulnerable adults.

2. Skills and Abilities

Essential

- Proven ability to manage competing priorities and maintain accuracy in a busy, high-pressure environment.
- Strong written and verbal communication skills.
- Ability to build rapport and communicate sensitively with people from a wide range of backgrounds and levels of distress.
- Strong organisational and time management skills, with the ability to meet deadlines and manage caseloads effectively.
- Competent IT skills, including use of Microsoft Office, online forms, and databases.

3. Personal Qualities

Essential

- Empathetic and motivated to support vulnerable people and uphold access to justice.
- Positive, proactive, and solution-focused approach to work.
- Appreciation for the value of pro bono work and collaborative partnerships across the legal sector.