

Job title: Legal Caseworker

Directorate: Housing

Overview

Role Purpose

As a Legal Caseworker you will provide specialist legal support to the general needs housing teams who are responsible for providing a local housing management service. You will aim to ensure individual tenancies are successful and neighbourhoods are safe, happy places to live in.

You will provide a legal advice and support service to the housing teams on ASB and community safety, breach of tenancy issues, rent recovery and disrepair and tenancy fraud, using your knowledge and judgement to manage and reduce legal risk, decide on the most practical, creative and cost-effective options required to resolve cases whilst considering the customer.

Responsible for

As above

Reports to

Housing Operations Manager

Line management

None

Date

March 2019

Role relationships

Internal

All housing staff

External

Residents, external solicitors/barristers, Local Authorities, police, councillors, MPs.

Role Purpose and Principles

Accountabilities

- Manage a varied caseload of housing management legal issues. This will include ASB and community safety, breach of tenancy matters, rent recovery, tenancy fraud and disrepair, succession, hoarding.
- Provide legal advice training and support to housing officers and other colleagues on solutions available to them related to ASB and community safety, breach of tenancy matters, rent recovery, succession and disrepair.

Role Purpose and Principles

- Manage cases referred by housing officers where legal action is required: including, preparing notices and particulars of claim for possession proceedings, collating evidence, preparing witness statements, consent orders and stay applications and making applications for injunctions.
- Personally representing and advocating on behalf of NHG in court on a range of housing management issues. Instructing and liaising with solicitors and barristers and negotiating with defence solicitors where required.
- Maximising cost effectiveness of NHG legal budget, by evaluating cases and offering a range of solutions taking into account business need and customer satisfaction, this may include use of CCTV and professional witnesses, the appropriateness of legal action and negotiating with defence lawyers to reduce overall costs.
- Support the work of the housing team to deliver an excellent standard of customer service, leading to improved resident satisfaction in your area.
- Act promptly on rent/debt cases referred by housing officers to help them ensure rent collection levels increase and rent arrears decrease.
- Working with colleagues and customers to carry out dispute resolution to prevent cases escalating to a legal route.
- Act as a source of expertise to the teams on ASB, succession, tenancy fraud and disrepair.
- Representing NHG on a range of issues at local and casework level including ASB borough meetings, safeguarding and child protection panels and casework panels.

Reporting

- Produce reports and statistical information on your work for PTE panels, casework panels or committees as required.

General

- Understand the importance of taking care of your own health and safety and that of others; therefore, follow the guidance outlined in the NHG Safety Management System.
- At all times follow the financial regulations, policies and procedures at NHG
- Support the operational teams to ensure legal risks are identified and managed in processes and procedures at an early stage.
- Support the operational teams by providing constructive challenge to decision making.

Role Purpose and Principles

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. •
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. •
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

Essential knowledge, experience and skills

Professional expertise (know how & experience)	<p>You must also be able to or have the following:</p> <ul style="list-style-type: none"> • up-to-date knowledge of housing law and legislation and laws in relation to anti-social behaviour and tenancy enforcement. Preferably experience of related areas in civil and criminal law. • an understanding of the association's statutory, regulatory and contractual obligations. • significant experience of evaluating, managing and resolving complex housing and legal casework.
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Role profile

	<ul style="list-style-type: none"> • ensure that service standards in relation to case management are met. • ensure that any fraud investigations comply with relevant legislation e.g. Data Protection Act
Skills	<p>You must be able to:</p> <ul style="list-style-type: none"> • deliver a high quality, proactive, pragmatic and cost-effective tenancy management service. • manage conflicting priorities • prepare claims and represent Notting Hill Genesis Housing in court where enforcement action is necessary. • take responsibility for your own learning and development • demonstrate excellent PC skills including Microsoft word and excel; email and calender systems. • work on your own initiative and bring innovative solutions to resolve problems in line with Notting Hill Genesis's policies and procedures. • operate within a matrix management environment to deliver strategic objectives performance targets and service plans. • work collaboratively with internal and external agencies to resolve anti-social behaviour. Assist with developing and implementing strategies and action plans that address community issues.
Qualifications and/or professional membership	<p>Desirable but not essential</p> <p>Law degree and/or Legal practice certificate (LPC), <u>Bar Professional Training Course (BPTC)</u></p>

Role requirements	
DBS	DBS required
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	