



Dear applicant

Thank you for your telephone call. Nucleus is an independent Legal Advice Centre operating in Earls Court and surrounding areas. We provide **Initial Advice in most matter and some general work on legal procedure**, and advice, assistance and representation in **Housing, Welfare Benefits and Debt cases**

We are looking for volunteers in three main areas:

- Administration Volunteers
- Advice Workers
- Management Committee Members.

Please find enclosed an application form,

When you complete the application form please try and relate your experiences to the person specification and to the job descriptions.

- **Training** - Training will be given in accordance with personal need as identified by the volunteer and the manager, and the volunteer supervisor.
- **Time commitments** - We are asking for a commitment of at least 3 months from each volunteer. We also expect you to visit the advice centre on a regular basis at an agreed time ideally for 10 hours a week.
- The actual amount of time that you commit each week can be negotiated to what, largely, suits you & the centre's needs. Quantity of time is not as important as commitment and regularity. Obviously, though, if you want to do advice work the amount of time that you will have to commit may be greater than the other volunteer roles.
- **Travel Expenses**- We can pay reasonable travel and lunch expenses actually incurred.
- **Resources** - We have a good library and resource material. We have a computers network and you will be expected to be self-servicing.
- **Funding** - The Royal Borough of Kensington and Chelsea, Housing initiative and the Legal Services commission mainly fund us.
- **Legal Status** - We have Charity status and are also a Registered Company.

Please find enclosed a briefing document on Nucleus and the latest annual review.

If you have any further queries please do not hesitate to contact us. We look forward to hearing from you and for your interest. Best wishes.

Yours sincerely

Baljit Badesha
Manager

JOB DESCRIPTION FOR ADMINISTRATION VOLUNTEERS

This is a brief description of duties to be performed by administration volunteers at Nucleus Legal Advice Centre. This may be subject to minor alterations.

MAIN DUTIES:

- General front desk duties
- Meet and greet clients and members of public who attend the Advice Centre.
- Explain to new clients Advice Centre's procedures.
- Provide signposting and basic information to callers
- Take names of clients at drop-in session and locate files for advice workers, noting Centre's policy on confidentiality.
- Help clients compose letters, where English may not be their first language.
- Help clients with basic form completion, such as Housing Benefit and Council Tax Benefit forms.
- Help clients book appointments with private solicitors etc.
- Help clients contact organisations such as DWP, Local Authority, and housing officers where directed by an advice worker.
- Record necessary statistics.
- Answer telephones and take messages.
- Maintain supplies of forms, leaflets and letters
- Some photocopying.
- Updating information systems.
- Help with opening and closing files
- Keep tidy, and where necessary, order new material for leaflet display.
- Update window display.
- General office tasks.

Please note that all members of staff are self-serving as far as typing, filing, and record keeping and volunteers are not expected to take part in these activities.

JOB DESCRIPTION FOR ADVICE WORK VOLUNTEERS

This is a brief description of duties to be performed by volunteer advice workers at Nucleus Legal Advice Centre. This may be subject to minor alterations.

All advice workers will be part of the Advice Centre team working collectively with other members of the staff group.

All advice workers are expected to be self-servicing, i.e. that they do their own typing, filing and participate in service monitoring. Training will be provided.

The advice worker's main responsibility will be to advise, assist and take on case work from all or specific areas of the Centre's work including welfare benefits, housing, employment, immigration and debt advice.

MAIN DUTIES

To:

- Provide a high quality advice service on welfare benefits, housing, debt, and employment to the local community under direct supervision of the solicitor/supervising caseworker.
- Undertake follow up work and take on and maintain cases in the above areas under direct supervision from solicitor.
- Keep detailed and precise cases notes and maintain strict level of confidentiality in line with LSC requirements.
- Help caseworks with care and conduct of cases.
- Keep abreast of current legislative developments in Centre's advice remit.
- Record statistics and enter all monitoring data in to the database as required.
- Show an understanding and firm commitment to the implementation and development of a working Equal Opportunities Policy.
- Recognise the aims and objectives of the Centre and undertake to carry out duties necessary for its continued success.
- Undertake training where necessary.
- Ensure green forms are completed where possible, and ensure any disbursements are recoverable.

JOB DESCRIPTION FOR COMMITTEE OF MANAGEMENT

This is a brief description of duties to be performed by members of the Nucleus Legal Advice Centre Management Committee, which may be subject to alteration.

MAIN DUTIES:

- Overall management responsibility for Nucleus Legal Advice Centre.
- Oversee development of Nucleus Legal Advice Centre.
- Attend regular Committee of Management meetings. (Usually on a 6 weekly basis, lasting for approximately 2 hours)
- On a rotational basis take meeting minutes, chair meetings, and prepare papers for forthcoming meetings.
- Liaise, if necessary, with funders such as Royal Borough of Kensington and Chelsea.
- Liaise with councillors, other statutory, voluntary and private organisations.
- Liaise with manager of Advice Centre.
- Participate in recruitment of staff at all levels of procedure.
- Operate disciplinary and grievance procedures of Nucleus Legal Advice Centre.
- Take part in sub-committees such as Fundraising, Public Relations, Strengthening Management Committee, Employment and Staffing and Finance Sub- Committees and develop skills in one or more of above areas.
- Research and make applications where necessary to potential new funders.
- Monitor finances of organisation and approve budgets and spending.
- Ensure compliance with regulatory bodies such as Charities Commission and Companies House.
- Ensure compliance with statutory law, for example Employment Legislation.
- Support workers.
- Keep in regular contact with Advice Centre and staff.
- Review Nucleus Legal Advice Centre policies as necessary.
- Perform any other duty associated with management of a voluntary organisation as required.

VOLUNTEER PERSON SPECIFICATION

Below is a description of the skills and qualities we require from volunteers. Please use this to help you complete your application form.

KNOWLEDGE

- Basic knowledge about the general problems that affect individuals from disadvantaged communities, such as refugees or the homeless.
- Knowledge/experience in one of the areas of work is desirable. Ideally for advice caseworkers some experience of working in advice /legal setting

SKILLS

- Ability to communicate effectively - read, write and speak clearly in English with 3rd parties and clients
- Ability to understand complicated information and to explain it clearly to people whose first language is not English
- Ability to deal sympathetically and objectively with members of the public.
- Ability to work with others within a team.
- Ability to be self servicing using word processor, and data entry into a database

COMMITMENT

- Ability to work under pressure and take guidance and instructions from line managers and staff
- To respect and understand the confidential and often distressing nature of client's problems.
- Take a non judgmental approach to problems solving
- To teamwork and co-operation.
- To treating clients and colleagues with respect and actively supporting equality of opportunity in the workplace.
- To working as part of NUCLEUS LAC for a minimum period of six months.
- To come into NUCLEUS LAC on a regular basis and at agreed times.

Availability (For administration and advice work volunteers only):

Please tell us which sessions you are able to cover, also indicate whether you could attend at any other times:

Note you must be available for at least 1 advice drop in session and three other session.

	Please tick			
	am	pm	early evening	Quick advice times
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1.30-4.00 pm
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3.30-6.00 pm
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10.00-12.30 pm
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10.30-1.00 pm (outreach)

Additional Comments (if any)

Educations/schooling

Please give details from the age of 16 onwards

CHRONOLOGY

Use this sheet and more if you require, to give us a chronological history of your past experience. Include here, for example, work paid or not, training, time to look after children and so on.

DATES

SETTING/ORGANISATIONS

RESPONSIBILITIES

PREVIOUS EXPERIENCE

Use this sheet, and more paper(s) if you require, to tell us about your experiences, formal or not, which are relevant to us in terms of the requirements of the position being applied for, for example, office skills and advice provision for volunteers and management skills for management committee members. You could address why you are volunteering to work at Nucleus.

The above information is true and accurate and I agree for the information to be used for the purposes of recruitment:

Signed:

Dated: