



## **JOB DESCRIPTION**

<b>Post:</b>	Family Paralegal (FLOWS)
<b>Responsible To:</b>	Head of FLOWS Legal Services or other manager
<b>Hours:</b>	35 hours per week
<b>Location:</b>	This post is based in the Central London Family Court at least two days a week with the option of homeworking up to three days a week
<b>Term:</b>	Fixed term contract until 31st March 2026
<b>Salary:</b>	£32,145.75 per annum

FLOWS (Finding Legal Options for Women Survivors) is an England and Wales wide project 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 apply for court orders, as well as delivering phone advice to survivors and front-line workers who have queries about domestic abuse cases, and taking on some cases under supervision.

---

## **DUTIES & RESPONSIBILITIES**

### **1. JOB PURPOSE**

- 1.1 To provide legal advice and assistance to Litigants in Person and to FLOWS front line workers to enable them to support their clients
- 1.2 To contribute to our national FLOWS service including checking CourtNav entries
- 1.3 To develop family legal skills through supervised participation in our family rotas and other legal tasks

### **2. CASEWORK DUTIES AND RESPONSIBILITIES**

- 2.1 Deliver advice through our FLOWS phone and email service which will include

front line advice providers on legal aid entitlement, legal remedies and legal options.

- 2.2 Following training, participate in CourtNav checking
- 2.3 Deliver advice to clients in relation to domestic abuse remedies through the FLOWS legal advice appointments
- 2.4 Deliver advice to clients in relation to other family matters including divorce, children and housing matters through the family legal advice rota appointments and by supporting the Family Legal Aid Solicitor
- 2.5 Ensure that all advice, assistance and representation comply with our quality standards through participating in supervision and support
- 2.6 To meet agreed contract targets.
- 2.7 To manage own workload.
- 2.8 To keep accurate case records and use the appropriate case management systems.
- 2.9 To participate in regular file reviews and casework supervision as needed and participate in being supervised and appraised.
- 2.10 To work as part of a team including volunteer legal assistants.
- 2.11 To participate in staff and team meetings.

### **3. Training & Development**

- 3.1 Undertake training programme which includes observation, undertaking supervised activities, following learning modules and training sessions
- 3.2 To maintain an up-to-date knowledge of relevant changes in law and policy and undertake training as required.
- 3.3 Learn to work within the policies of the Bureau including the Equality and Diversity policy, confidentiality and data security and be familiar with key components of legal advice work
- 3.4 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. Ability to work effectively in team including self-supporting administration
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. A commitment to the Bureau's Diversity and Equality Policy.
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. An ability to prioritise your workload with the minimum of supervision.
11. Good interpersonal skills and the ability to work well in a team, encourage effective team work and maintain effective working relations with other teams.
12. This post is open to women only. Occupational Requirement (Equality Act 2010, Schedule 9 Part I) applies.