March 2019

Dear Applicant

**Volunteering with us**

Thank you for your interest in becoming a volunteer at Tower Hamlets Law Centre.

I am pleased to enclose:

* Information about Tower Hamlets Law Centre
* Role descriptions for volunteers
* Application form
* Equalities monitoring form

To apply to become a volunteer, please return a completed copy of the application form and equalities monitoring form to us. We prefer you to fill in the forms electronically and return them to us by email, but you can also fill them in by hand and return them by post if you want to. Read the role description before you complete the application form, and make sure you tell us how you match the description of the people we are looking for.

There is no closing date for applications: we are always interested to hear from people who have something to contribute.

We will review your application, and if we think your skills and experience are a good fit with the law centre, we will invite you to come for an interview.

Please email your application to us at [info@thlc.co.uk](mailto:info@thlc.co.uk) and don’t hesitate to contact us if you have any queries in the meantime.

We look forward to receiving your application.

Yours faithfully,

**Martin South**

Chief Executive

Tower Hamlets Law Centre

**About Tower Hamlets Law Centre**

Tower Hamlets Law Centre was formed in 1975. It provides legal advice and representation, mainly for free, and mainly to people who live or work in the borough. Our clients are from a wide variety of ethnic minority community groups.

Problems of unemployment and poverty are widespread in the borough, so we focus on work that helps people deal with them. We currently have legal aid contracts in housing and immigration. We also provide advice on welfare benefits, housing and immigration under a contract with London Borough of Tower Hamlets, and employment advice through regular pro bono evening advice sessions.

Our professional services take on matters from initial enquiry to representation in the Higher Courts, as necessary to resolve our clients’ problems. Our caseworkers rely on support staff and dedicated volunteers, collaborating to deliver effective, high quality legal services at low cost. We have held Specialist Level Quality Mark status since 2000 and Lexcel Accreditation since 2013.

We employ five full-time and ten part-time advice and support staff. In addition, we work with a large number of trainee solicitors from city law firms who volunteer at our evening advice sessions, and sometimes work on placement at the law centre. The evening advice sessions are supervised by staff from the law centre and Miles and Partners, a local legal aid firm, who act as a resource for the volunteers.

We currently receive funding from a variety of sources including the Legal Aid Agency, the London Borough of Tower Hamlets, Trust for London, Transition Lottery Funds and the London Legal Support Trust. We have long-standing partnerships with Freshfields Bruckhaus Deringer and Norton Rose Fulbright.

The law centre is governed by a Board of Trustees elected annually from the membership. The day to day management is led by a Chief Executive and Senior Solicitor. Local people, service users, representatives of organisations in Tower Hamlets and others who support our work are entitled to apply to be members of the law centre.

We focus on providing legal services to people who may be marginalised in society, or who are experiencing discrimination. Most of our clients are disadvantaged. Our aim is to discover the underlying causes of problems and take a holistic approach to solving those problems for both the client and the community. If you would like to make a contribution to our work, we’d like to hear from you.

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| **Admin Volunteer Role Description** | |
| **ORGANISATION** | Tower Hamlets Law Centre  789 Commercial Road, St Anne Street  London E14 7HG |
| **ORGANISATION OVERVIEW** | We provide a specialist legal advice and casework service. In developing a future strategy for the organisation the following aims will underpin what we do going forward:   * To continue to provide legal advice, aid, assistance and legal representation * To make the law know and accessible to all * To increase and improve our relationships with partners, other agencies and law firms * To maintain service delivery in the face of changes in the objectives of our key funders * To improve reserves to recommended levels * To deliver quality services * To offer more volunteering opportunities * To develop social policy research as a work stream to identify trends, impact of changing legislation, policy.  Objectives THLC will provide an effective advice and casework service, addressing issues of poverty, homelessness and discrimination in Tower Hamlets. Our services will be targeted to meet the changing need of the community.  An appropriate range of methods of service delivery will be employed, including:   * Drop-in * Triage * Appointments * Casework support * Pro Bono Evening sessions * Referral system * County Court Duty Scheme |
| **ROLE TITLE** | VOLUNTEER ADMIN SUPPORT WORKER |
| **RESPONSIBLE TO** | VOLUNTEER COORDINATOR |
| **LOCATION OF POSITION** | Tower Hamlets Law Centre  789 Commercial Road, St Anne Street  London E14 7HG |
| **PURPOSE OF ROLE** | * Be the first port of call for callers & visitors * To assist the legal teams with admin tasks * Contribute as part of a team to the efficient running of the Law Centre |
| **DESCRIPTION OF TASKS** | * Welcome our service users at the front desk/ telephone * Direct telephone calls to appropriate members and take messages responsibly * Complete screening sheets for new clients, book client appointments & interpreters where necessary * Enter room bookings onto the diary system * Help update information material in reception/ update window displays * Dealing with incoming & outgoing post * Provide general daily administration support such as; copying, filing, replenishing stationery etc. * Support caseworkers with letter writing, research, writing up statements & other appropriate support |
| **TIME COMMITMENT** | At least one full day a week for a period of at least six months (days & time will be agreed). There will be a trial period |
| **SKILLS & EXPERIENCE** | * Good communication skills * Friendly welcoming manner * Ability to work alone but also be able to work as team * Willingness to learn new skills * Good IT skills * Understanding of confidentiality and aware of sensitivity of issues * Working in compliance with our policies and procedures |
| **TRAINING & SUPPORT** | * Induction to organisation * Full training on all aspects of the role * Regular support, advice and guidance from volunteer Coordinator * Supervision from the colleague you’re supporting * Ongoing supervision by Volunteer Coordinator |
| **APPLICATION PROCEDURE** | * Application form * Interviews * Reference * Trial period |

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| **Casework Support Volunteer Role Description** | |
| **ORGANISATION** | Tower Hamlets Law Centre  789 Commercial Road, St Anne Street  London E14 7HG |
| **ORGANISATION OVERVIEW** | We provide a specialist legal advice and casework service. In developing a future strategy for the organisation the following aims will underpin what we do going forward:   * To continue to provide legal advice, aid, assistance and legal representation * To make the law know and accessible to all * To increase and improve our relationships with partners, other agencies and law firms * To maintain service delivery in the face of changes in the objectives of our key funders * To improve reserves to recommended levels * To deliver quality services * To offer more volunteering opportunities * To develop social policy research as a work stream to identify trends, impact of changing legislation, policy.  Objectives THLC will provide an effective advice and casework service, addressing issues of poverty, homelessness and discrimination in Tower Hamlets. Our services will be targeted to meet the changing need of the community.  An appropriate range of methods of service delivery will be employed, including:   * Drop-in * Triage * Appointments * Casework support * Pro Bono Evening sessions * Referral system * County Court Duty Scheme |
| **ROLE TITLE** | VOLUNTEER CASEWORK SUPPORT WORKER |
| **RESPONSIBLE TO** | VOLUNTER COORDINATOR |
| **LOCATION OF POSITION** | Tower Hamlets Law Centre  789 Commercial Road, St Anne Street  London E14 7HG |
| **PURPOSE OF ROLE** | To support the law centre’s lawyers and caseworkers in carrying out casework. |
| **DESCRIPTION OF TASKS** | Providing support to the Law Centre’s Lawyers and Caseworkers. Depending on the experience of the volunteer and the area of law, this may take a number of forms including:   * Letter writing * Research * Filing * Photocopying * Updating the Law Centre’s case management system * Note-taking at client interviews * Attending Welfare Benefits tribunals with clients * Attending the Duty Advice Scheme hearings at Stratford Housing Centre with Law Centre staff   Volunteer tasks will be mutually agreed by the volunteer and the supervisor. |
| **TIME COMMITMENT** | At least one full day a week for a period of at least six months (days & time will be agreed). There will be a trial period. |
| **SKILLS & EXPERIENCE** | * Good communication skills * Ability to work alone but also be able to work as team * Some knowledge of legal processes * Willingness to learn new skills * Good IT skills * Understanding of confidentiality and aware of sensitivity of issues * Working in compliance with our policies and procedures |
| **TRAINING & SUPPORT** | * Induction to organisation * Full training on all aspects of the role * Regular support, advice and guidance from Volunteer Coordinator * Supervision from the colleague you’re supporting * Ongoing supervision by Volunteer Coordinator |
| **APPLICATION PROCEDURE** | * Application form * Interviews * Reference * Trial period |

**Application Form**

***Please complete this application as fully as possible. If you are filling in the form by hand and need more space to complete a section, please continue on a separate piece of paper.***

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| **AVAILABILITY** | | | | | | | | | |
| ***Please tell us the times you are free on the following days. If you are not sure, leave the spaces blank.*** | | | | | | | | | |
| **Mon** |  | **Tue** |  | **Wed** |  | **Thur** |  | **Fri** |  |

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| **1. PERSONAL DETAILS** | | | |
| **Full Name** |  | | |
| **Address** |  | | |
| **Home Phone** |  | **Mobile Phone** |  |
| **Email** |  | | |

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| **2. EDUCATION AND TRAINING**  ***Please list any education or training which you have undertaken, including any short courses.*** | | | | | |
| **Course Title** |  | **Dates** |  | **Result** |  |
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| **3. WORK EXPERIENCE**  ***Please list any relevant work experience and give details of your role*** | | | | | |
| **Employer** |  | **Dates** |  | **Your Role** |  |
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| **4. APPLICATION STATEMENT**  ***Please use this section to tell us why you would like to volunteer for the law centre and what skills and experience you have to offer. Please refer to the person specification for the role you are applying for and try and give examples.*** |
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| **5. YOUR NEEDS AND SAFETY**  ***Please tell us here if you have any special requirements to undertake this role. Please also state any health issues we need to be aware of.*** |
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| **6. REFEREES**  ***Please give the name and details of two people who will be able to provide references relating to your suitability for the post. At least one referee needs to be your present or most recent employer if you have one.We will only contact your referees if you have been interviewed and we are considering offering you a position.*** | | | |
| **Name** |  | | |
| **Position** |  | **Relationship to You** |  |
| **Address** |  | | |
| **Phone** |  | **Email** |  |
|  | | | |
| **Name** |  | | |
| **Position** |  | **Relationship to You** |  |
| **Address** |  | | |
| **Phone** |  | **Email** |  |

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| **7. DECLARATION**  ***I declare that the information given on this form is correct to the best of my knowledge.*** | | | |
| **Signature** |  | **Date** |  |

**Please return your completed application form by post or email to:**

**EMAIL: info@thlc.co.uk**

**POST: Volunteer Co-Ordinator - Tower Hamlets Law Centre**

**St Anne Street, off 789 Commercial Road, London E14 7HG**

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| *Information in this form is anonymous and treated confidentially. It is collected so that the Law Centre and its funders can monitor how well we are meeting the needs of clients from all sections of the community. We thank you for taking the time to complete this and return to the Law Centre.* | | | | |
| **Date:** |  | | | |
| **Ethnic Background** | | **✓** | **Deaf and Disabled** | **✓** |
| Asian – Bangladeshi – ABa | |  | Blind or Visual Impairment - B |  |
| Asian – British - ABr | |  | Deaf or Hearing Impairment – D/H |  |
| Asian – Indian - AI | |  | Learning Difficulty (LD)&(MLD)&(SLD) |  |
| Asian – Pakistani - AP | |  | Severe Profound and Multiple LD -SPMLD |  |
| Asian – Other - AO | |  | Emotional Behaviour Disorder - EBD |  |
| Black – African - BA | |  | Attention Deficit and Hyperactivity Disorder - ADHD |  |
| Black – British - BBr | |  | Downs Syndrome - DS |  |
| Black – Caribbean - BC | |  | Dyslexia - DY |  |
| Black – Other - BO | |  | Autistic Spectrum Disorders - ASD |  |
| Chinese - C | |  | behavioural, emotional and social difficulties - BESD |  |
| Latin American - LA | |  | Global Development Delay - GDD |  |
| Middle Eastern - ME | |  | Epilepsy - E |  |
| White – British - WBr | |  | Mental health - MH |  |
| White – Irish – WI | |  | Mobility - Mb |  |
| White – European - WE | |  | Physical disability - PD |  |
| White – Other - WO | |  | Other disability - OD |  |
| Other - O | |  | Prefer not to say - PNK |  |
| Mixed Ethnicity - ME | |  | **Sexuality** | **✓** |
| Prefer not to say - PNK | |  | Bisexual - Bi |  |
| **Religion/Belief** | | **✓** | Gay Man - Gay |  |
| Agnostic - Ag | |  | Heterosexual - Ht |  |
| Atheist - Ath | |  | Lesbian - Lb |  |
| Baha’i - Ba | |  | Other - O |  |
| Buddhist - Bu | |  | Prefer not to say - PNK |  |
| Christian – C | |  | Age Group | |
| Hindu - Hi | |  | Under 16 - A |  |
| Humanist - Hu | |  | 16-17 - B |  |
| Jain - Ja | |  | 18-24 - C |  |
| Jewish - Je | |  | 25-34 - D |  |
| Muslim - M | |  | 35-44 - E |  |
| Rastafarian - R | |  | 45-54 - F |  |
| Sikh - S | |  | 55-64 - G |  |
| Zoroastrian- Z | |  | 65+ - H |  |
| None – N/A | |  | Prefer not to say |  |
| Other - O | |  | **Gender/Identity** | **✓** |
| Prefer not to say - PNK | |  | Female - F |  |
| **Employment Status** | | **✓** | Male - M |  |
| Client - C | |  | Transgender - Tg |  |
| Staff - S | |  | Other - O |  |
| Volunteer - V | |  | Prefer not to say = PNK |  |
| Board of Trustees - MC | |  |  |  |
| Job Applicant - JA | |  |  |  |

**Equalities Monitoring Form**