



Legal Aid
Agency

Role Profile

AO Caseworker

Working with others to achieve excellence in the delivery of Legal Aid

Case Management

Purpose

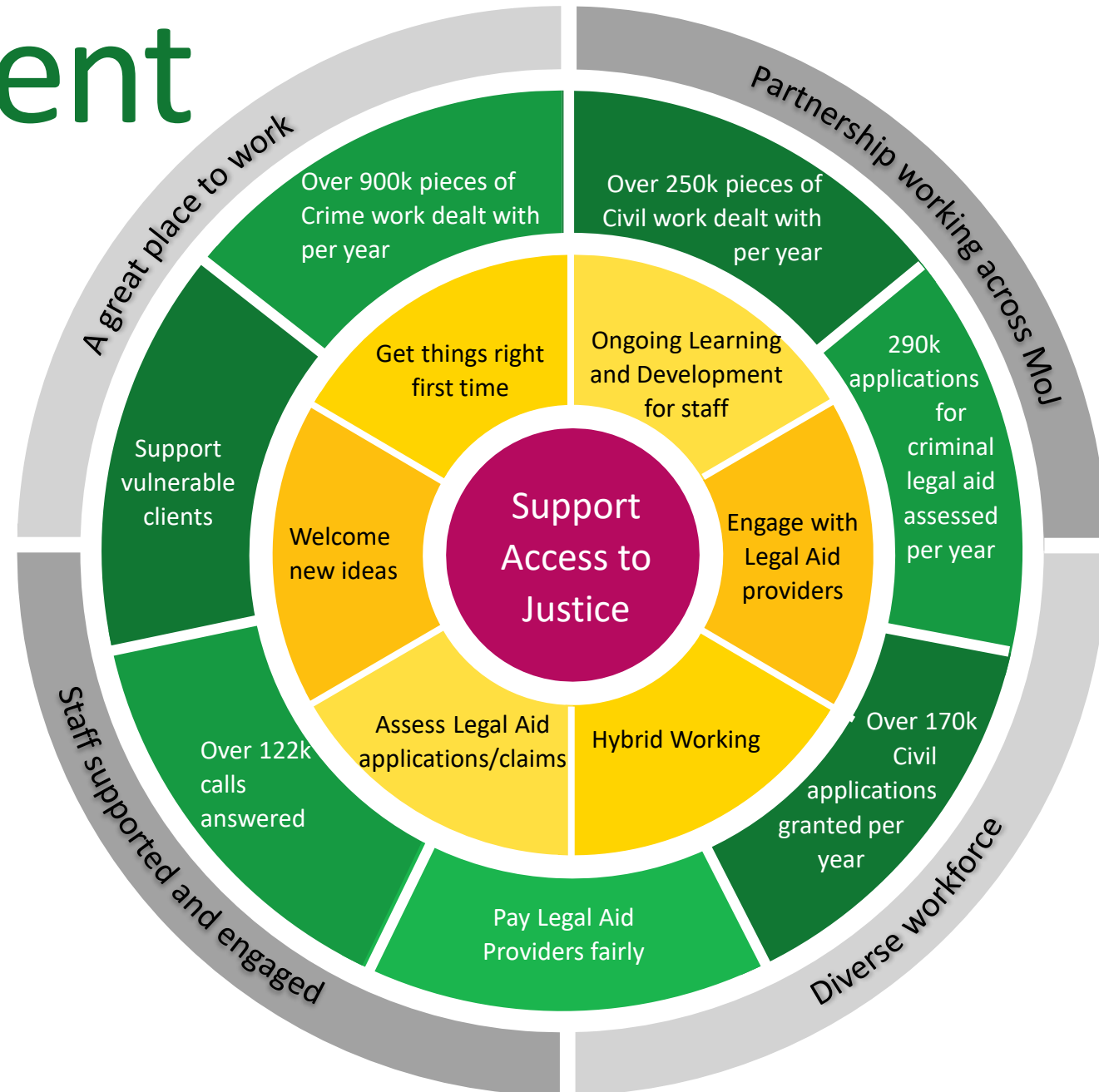
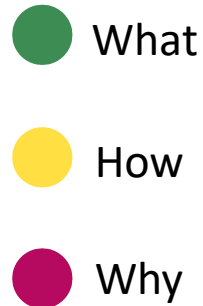
To facilitate access to legal aid services for eligible clients.

Ambition

To use our knowledge, skills and experience to support modernisation and ensure the services we deliver offer value for money. To invest in our people and utilise their experience to inform, influence and implement every day decision making.

Culture

To listen and engage with all staff ensuring we always value the 'caseworker voice' and that this is represented when delivering or influencing change agendas. We will value expertise, including the expertise of our providers, and create a culture where new ideas are encouraged and appreciated.



Caseworker Quotes

“

The main thing I enjoy about the job as well as the work being interesting is that I'm allowed to manage my own workload in away that suits me best, I don't feel like I'm ever being micromanaged.

”

I joined LAA 15 years ago as a temp, I only intended to stay for 1 year, but here I am 15 years later! The reasons I've stayed are that the job is really interesting - no two days are the same and there are so many opportunities to progress in my career. The best part about working for the LAA is the support you receive every day and the opportunity to learn new skills.

“

The role is varied and requires you to make decisions within set parameters. Legal Aid applications can sometimes be distressing, but in the end, you have the satisfaction of knowing you are helping someone in a difficult situation.

”

“

It's satisfying to know that I'm part of something that helps vulnerable families overcome hardship and resolve disputes.

”

I find the role interesting and varied, and there are lots of opportunities for self development and to learn new skills. The team are friendly and very supportive.

“

I'm really enjoying the flexibility of the job. I have 2 young children and the fact I can work round them is amazing. I love how friendly and supportive the team are, every single person is happy to help which is great.

I love the engagement as well, as a hybrid role where you don't always see everyone often, there is a lot to keep you engaged and interactive with the team.

”

Locations

OF OFFICES



LAA Offices

South Tyneside
Leeds
Manchester
Liverpool
Nottingham
Birmingham
Cambridge
Cardiff
Bristol
London
Brighton

Job Role

The caseworker role can stretch across several teams all processing different aspects of legal aid, ensuring access to justice, and that legal aid lawyers are paid fairly. The role can include one of the following:

- Assessing applications to determine eligibility based on the merits of the case and financial eligibility of the client. In both Criminal Court proceedings and Civil proceedings including Family, Housing, Debt and Immigration matters. There are applications for legal aid covering high profile matters.
- Assessing and paying claims submitted by Solicitors and Barristers, using guidance and regulations, to make accurate decisions, ensuring the correct spending of public funds.
- Reviewing cases to identify if additional contribution payments are due from legal aid applicants and liaising with debt recovery to facilitate contribution collections.



Job Role

Being a caseworker within the LAA is an interesting and varied role, where you can make a real difference

The role requires regular interaction with Solicitors, legal aid applicants and colleagues across the LAA and MoJ. As well as liaising with other government departments such as DWP and HMCTS.



Benefits



Saving Money

- Season ticket loans
- Cycle to work loans
- Gym membership
- Eye care vouchers
- Employee discounts, cashbacks and free gifts
- Civil Service Pension
- Salary advances



Rewarding Great Work

- 'One-off' exceptional contribution awards
- Royal garden parties
- Team awards
- Sustained excellent contribution awards



Learning & Development

- Mentoring
- Apprenticeships
- Development programmes
- Lunch and learns
- Secondments



Flexible Working

- Flexi-time
- Job sharing
- Hybrid working (office & home)



Staff Wellbeing

- Employee assistance programme
- Workplace adjustments
- Occupational health
- Staff networks
- Support for carers
- Discounts on sports and leisure



Leave

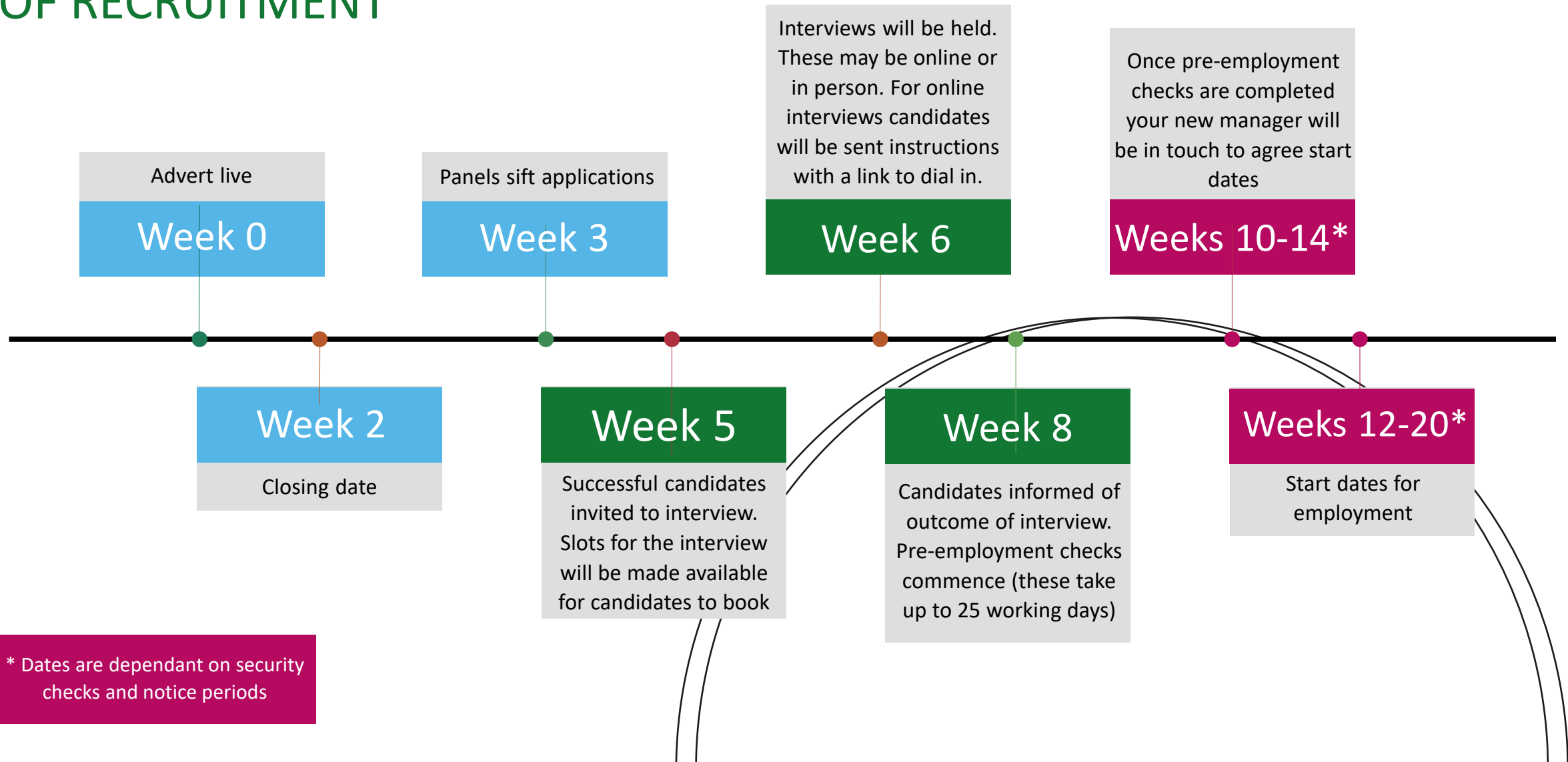
- Minimum of 25 days annual leave, rising to 30 days after 5 years of service
- Disability leave
- Special leave
- Buy or sell leave
- Career break



Volunteering

- Volunteering leave (taken throughout the year within the working week)
- Reserve forces training
- Volunteer independently or with colleagues

Timeline OF RECRUITMENT



Myth Buster

1

Dress Code

There is no formal dress code policy (shirt & tie etc). It's casual dress all the way in the LAA! – business dress only for external meetings.

2

Annual leave

Any holiday or leave you already have booked will be honoured and taken as annual leave.

3

Legal experience

You don't need to have any experience of the law or how the court system works.

4

Office experience

You don't need to have office experience, full training will be given.

5

Flexible Working

Flexible working hours are the norm, with full time, part time, compressed positions available. Flexi time allows staff to vary their time of arrival and departure from work; vary the length of their lunch breaks; and take time off if they have worked extra hours within the limits of the scheme. The LAA does not operate core hours however employees are able to work between 7am – 7pm once signed off from training.

6

Hybrid working

On top of flexible working hours Hybrid working is a big part of how the LAA works. You are currently required to work a percentage of your working week within a LAA office. Want to work more in the office – that's fine too.

7

Qualifications

You don't need any legal qualifications or degree to work within the LAA. Just ensure you can demonstrate the skills listed in the essential criteria of the job description.

8

Interviews

Our interview process is relaxed and friendly. You will be asked about your strengths. You will have the opportunity to ask us questions too!