

WORKING FAMILIES VOLUNTEER

ROLE DESCRIPTION

Volunteer Role Title:	Legal Advice Service Volunteer
Volunteer Role	Our hope is that the student volunteer will provide support to the legal advice service team (solicitor, legal rights advisers and benefits advisers). Working Families provides free employment law advice to parents and carers who work or wish to work, by telephone and by email. The telephone helpline is often busy and the volunteer may need to undertake tasks with limited supervision during helpline opening hours, but there will always be a delegated person/volunteer co-ordinator in the office at the same time as the volunteer.
Location:	Working Families 1 Ropemaker St, London EC2Y 9AW
Website:	www.workingfamilies.org.uk
Experience/requirements:	Law student with interest/experience in employment law or benefits, but we consider applications from all backgrounds.
Reimbursement	Unfortunately, we are unable to offer reimbursement for costs incurred.
Expectation:	<p>We are flexible with the days in which you can volunteer, with the exception of Wednesdays and Fridays when the helpline is not open. This role is a voluntary one and, as such, there are no set hours and responsibilities. However, to get the most out of the voluntary placement, we would welcome a commitment of at least 1 or 2 days per week.</p> <p>Helpline hours are: Monday 3 - 5 pm Tuesday 10 am – 1 pm Thursday 12 am – 2 pm</p> <p>The office is open Monday – Friday, 9.00am – 5.00pm</p> <p>We will ask you to sign a confidentiality agreement and to abide by Working Families’ values.</p>
General Expectations:	
<ol style="list-style-type: none"> 1. Assist with general helpline duties: responding to e-mails, taking detailed messages for advisers, triaging calls and signposting callers as appropriate. 2. Carry out administrative tasks including, but not limited to, creating files, photocopying, updating the website and other documents under instruction, adding file records to the database, arranging interpreters. 	

Legal Tasks Under Supervision (as and when applicable):

1. Preparing case summaries for forwarding to law firms offering pro bono casework or further advice.
2. Drafting email responses to parents/carers seeking advice.
3. Attending outreach and training sessions.
4. Conducting research on particular aspects of employment law.
5. Supporting the advisers with various administrative and legal tasks, as requested.

To apply

Please send your cv (no more than 2 pages) and a one-sided cover letter setting out any relevant experience and your interest in the role to: advice@workingfamilies.org.uk (please mark the subject line Advice Volunteer).

Please include two referees in your cv, one of whom should be your college tutor or most recent employer, who have known you for at least one year.

If you would like more information, or have any special needs that you would like to discuss, please contact elena.cornaro@workingfamilies.org.uk