Legal Information Consultant

## Job details

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| Job title: | Legal Information Consultant |
| Department: | Corp EAP-Helpline |
| Location: | Remote |
| Reporting to:  (job title only) | EAP Team Manager |
| Direct reports:  (job title only) | None |
| Accountable to:  (where applicable) | Clinical Contact Centre Manager |
| Responsible to:  (where applicable) | Clinical Contact Centre Manager |
| Job purpose: | The Legal Information Consultants main role is to provide pertinent and timely services to clients who contact our helpline, by providing immediate legal information and signposting to users of our services. |
| Role and Responsibilities: | Respond to all incoming requests for legal information, by providing accurate and up to date information and/or signposting to external agencies. This maybe via telephone, email or online.   * Provide the service in accordance with the HMRC guidelines for the provision of a legal information service within an EAP. * Accurately record all required information regarding use of service on the appropriate database. * Maintain and proactively update the team diaries. * Develop and review a library of relevant, diverse and high-quality fact sheets for emailing to clients. * Monitor, review, and maintain the legal information found on our client websites to ensure information is kept relevant, accurate and up to date. * Provide other areas within the business with legal information as required * Work alongside the Clinical Contact Centre team, handling calls within other service areas and dealing appropriately. * Ensure all contact requests are responded to within SLAs * Keep abreast of relevant changes to information being provided. * Ensure regular reviews of factsheets and supporting materials   During periods of lessened demand you will support our Clinical Contact Centre by answering and triaging other calls into the service, including, but not limited to, general enquiries and emotional support calls.  **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * NVQ 3 or above in Legal discipline |
| **Experience** | * Previous Experience of providing legal advice/information. | * Evidence of Internet Based Research * Working / Volunteering as a CAB adviser. |
| **Skills/knowledge** | * IT literate – intermediate level minimum |  |
| **Specialist training** |  | * Completion of CAB Basic Training or equivalent. |
| **Personal competencies and qualities** | * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Ability to communicate effectively by telephone/email * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work individually or within a team and foster good working relationships * Ability to work under pressure * Excellent time management skills |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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