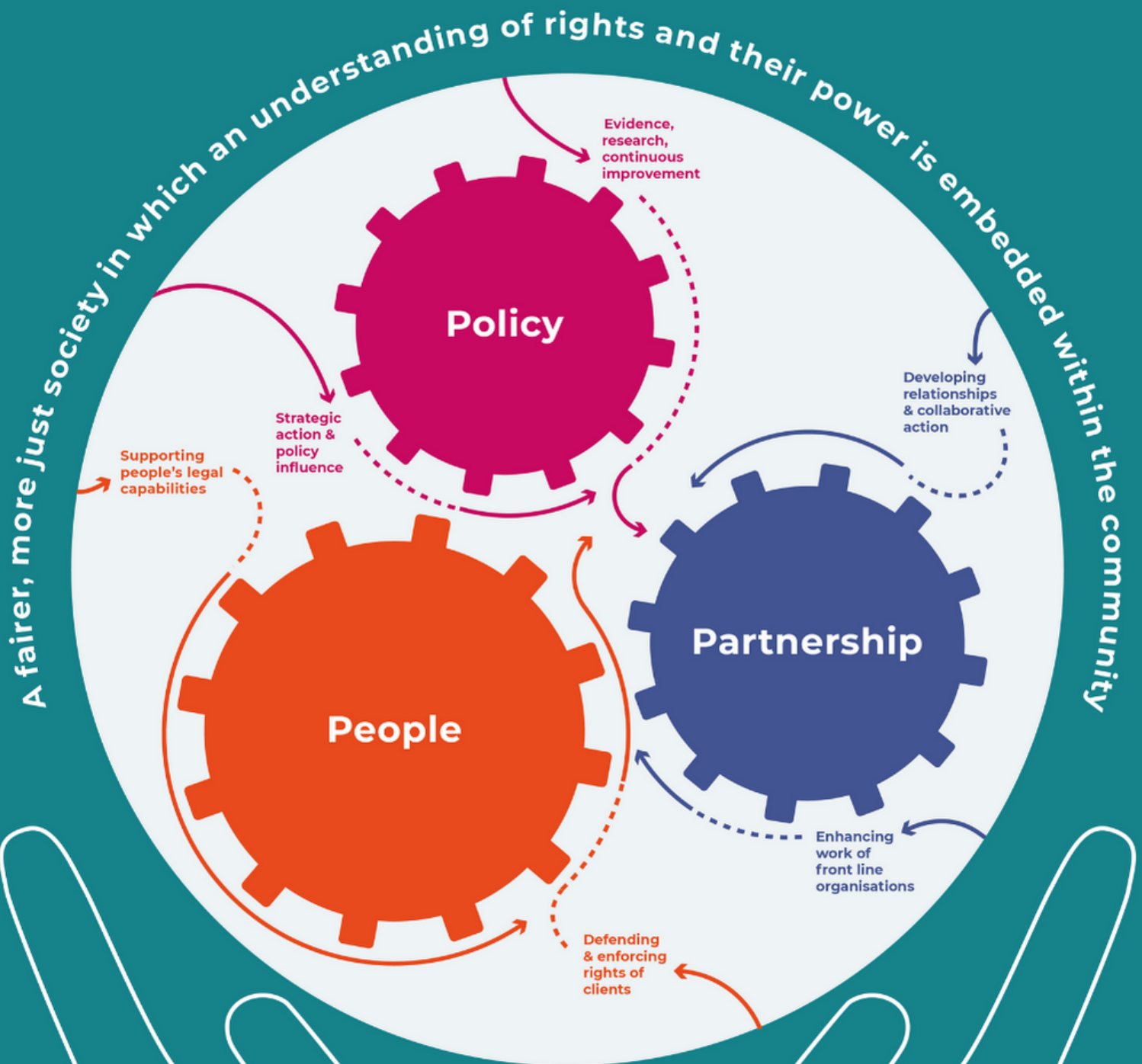


Recruitment pack  
Health Justice Partnership  
Coordinator



☎ 02476 223053

✉ [recruitment@centralenglandlc.org.uk](mailto:recruitment@centralenglandlc.org.uk)

📍 Coventry/Birmingham

## Dear Candidate

I am delighted that you are considering joining the Central England Law Centre team. This recruitment pack includes all the information you will need to make your application and also to provide you with some information about the Law Centre. You can also find more information about the work of the Law Centre on our website [www.centralenglandlc.org.uk](http://www.centralenglandlc.org.uk)

You will be joining us at an exciting time of our growth and development. We have recently implemented a new five-year strategy and this role will play an important part in this work. You will see in this pack that we have provided you with an infographic which explains our vision and the three different parts of our strategy: people, partnerships and policy.

Working at the Law Centre is a brilliant opportunity to not only use your existing skills and experience but also gives you an opportunity to develop your skills with our clients, our partners and being involved with policy work. Working at Central England Law Centre is immensely rewarding and you will work with a team of dedicated colleagues.

We provide training and support and a comprehensive induction programme to help you settle into your role. Our terms and conditions ensure that you have a good work life balance, company sick pay after a qualifying period, enhanced maternity leave pay, excellent annual leave allowance and a flexible approach to staff working in general.

We value diversity and warmly encourage applications from disabled and LGBTQIA+ people, candidates who share lived experience with our clients, and people from black, asian, and minority communities. If you require any adjustments to assist you in making your application or at interview (if you are shortlisted) please let us know. We want to make sure that everyone has an equal opportunity to apply for our roles.

We look forward to receiving your application. For more information please contact [recruitment@centralenglandlc.org.uk](mailto:recruitment@centralenglandlc.org.uk)

Best wishes

*Elayne Hill*

Chief Executive



**A fairer, more just society in which an understanding of rights and their power is embedded within communities.**

Central England Law Centre is the UK's largest Law Centre. Our size enables us to provide legal expertise across eight different areas of social welfare law including: discrimination; employment; health and social care; housing; immigration and asylum; public law; and welfare benefits. This means that we can offer services that can address all of the interconnected problems people face in their everyday lives.

Our services are rooted in the communities we serve and we are an organisation that uses its legal expertise to improve the lives of those who are often vulnerable and socially excluded due to poverty, illness or disability.

The Law Centre is a charity employing solicitors and advice workers. We currently employ 72 people across our two offices in Coventry and Birmingham. We receive funding from a variety of Foundations and Trust Funds and also from Coventry City Council for our work in Coventry. We hold a legal aid contract with the Legal Aid Agency in housing, community care, public law, family, welfare benefits (in the Upper Tribunal), immigration and asylum. We offer specialist advice, representation and advocacy and our aim is to use the law to seek change. We take on test cases that may well have an impact beyond the actual case fought. As well as our core advice and legal casework service, we deliver a range of projects in partnership. We currently have projects, for example, with local universities, women's organisations, homeless charities, refugee support organisations and a GP surgery.

The Law Centre is a member of the national Law Centres Network. It is governed by a board of trustees, who are the Directors of Central England Law Centre - a company limited by guarantee. The Trustees meet monthly to monitor the Law Centre's work and give guidance on policy and direction. The Law Centre employs a chief executive officer (CEO), solicitors, caseworkers, admin and reception staff. Staff are organised into teams with a team head to lead and manage them. The CEO is responsible to the Trustees for the running of the Law Centre and advises them on policy issues. Each team covers one or two areas of law. Staff generally work in only one team but we recognise that many cases cross boundaries and staff therefore need to be able to work closely with other teams where their expertise are required. You can find out more about the Law Centre by looking at our website [www.centralenglandlc.org.uk](http://www.centralenglandlc.org.uk)

In 2022 the law centre refreshed its organisational strategy, developed with staff and trustees following the Covid-19 pandemic and cost-of-living crisis. Our rights in the community strategy sets out our vision of a fairer, more just society in which an understanding of rights and their power is embedded within communities.

The key driver for our approach and the biggest volume of our activity will always be our work with individuals to ensure more people are protected by their rights and to build their understanding of where they can use legal rights to protect themselves in the future.

## People

Supporting people's legal capabilities

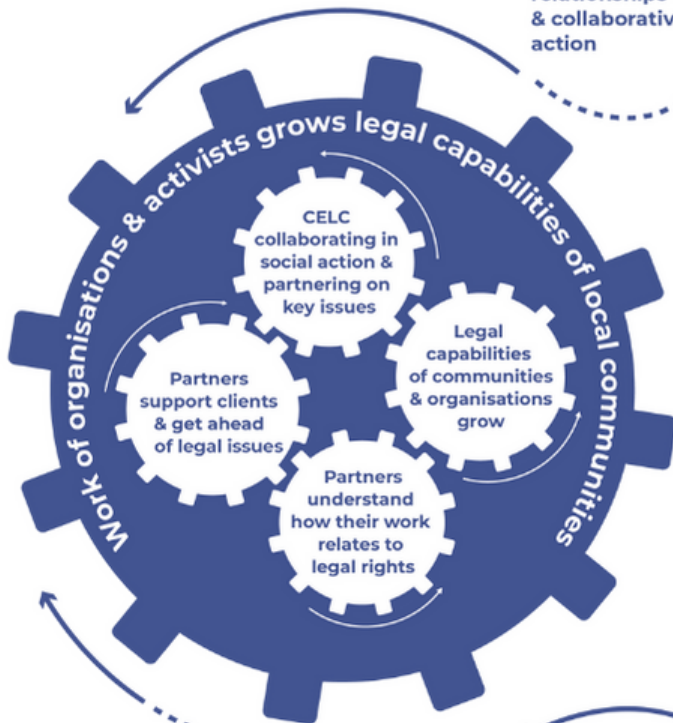


Defending & enforcing rights of clients

We work alongside our strategic partners so that we can better understand the challenges and issues that local communities face. We share our legal expertise and in close partnerships with other community-focused services we help to place legal rights at the heart of their work and to activate a rights-based approach in their support.

## Partnership

Developing relationships & collaborative action



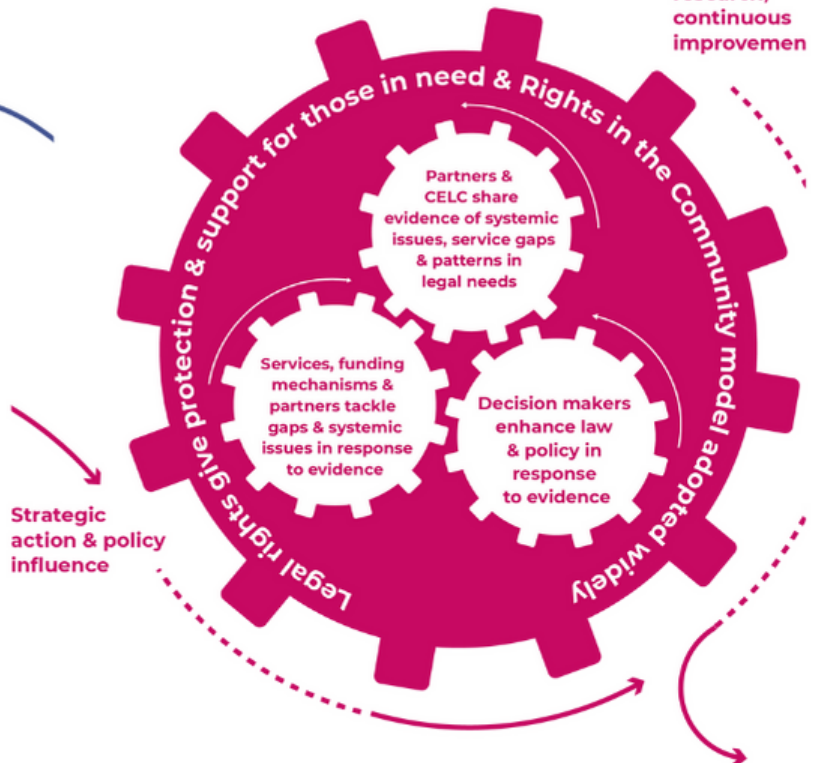
Enhancing work of front line organisations

We build alliances with organisations, pooling evidence of service gaps and patterns in clients' needs and using it as the basis of our activity and collaborative campaigns.

We take strategic action at a local, regional and national level to influence change in policy and legislation, ranging from strategic litigation, membership of local statutory steering groups, boards and advisory bodies through to the work of the Strategic Public Law Clinic, work on national campaigns and responding to calls for evidence.

## Policy

Evidence, research, continuous improvement



Strategic action & policy influence

Health justice partnerships provide a framework for health care professionals and legal professionals to work together to provide an integrated response of both medical and legal solutions to individuals to address complex legal needs and improve health and wellbeing.

Social welfare legal problems, or day-to-day legal issues, are known to have a significant reciprocal relationship with both physical health and mental wellbeing. Resolving social welfare issues can improve an individual's circumstances which can lead to an improvement in physical and mental wellbeing. The objective of a health justice partnership is to provide access to legal advice or support for social welfare issues either in a healthcare setting or through referral from healthcare professionals into a legal advice provider. By situating legal services or access to legal advice where people are likely to present with underlying social welfare needs, such as GP surgeries or hospitals, issues can be identified and addressed at an early stage. Additionally, a study conducted by Citizens Advice has estimated that GPs in England spend almost one-fifth (19%) of their time on non-health issues, including problems with relationships, housing, and work. This project will save practitioner time and drive systemic change.

Health justice partnerships have significant impact in the community in which they are installed by:

- Providing support and solutions to legal problems that are harmful to health
- Supporting and improving mental health and wellbeing
- Supporting and improving patient care
- Providing a resource for health services and staff
- Reducing the number of clinical interventions
- Improving access to legal assistance for those in need
- Addressing inequalities and driving systemic change

Central England Law Centre (CELC) is launching a new Health Justice Partnership in Coventry and Nuneaton. The partnership will be led by CELC, the largest Law Centre in the country, and will be led by our vision for a fairer and more just society where rights and their power are embedded in our community.

Although led by CELC, the Health Justice Partnership will involve local partners. Our advice partners in this project are Coventry Citizens Advice (CCA), Coventry Independent Advice Services (CIAS) and Bedworth, Rugby and Nuneaton Citizens Advice (BRANCAB). Each organisation has a track record of delivering advice services (generalist and specialist) to residents of Coventry and Warwickshire including through outreach and in health settings. We will also partner with medical organisations including local Primary Care Networks (PCNs) to source the Health Justice Partnerships referrals.

Our advice partners, Citizen Advice and CIAS, provide accredited debt advice and have extensive experience of working on complex welfare benefits cases. They also have an excellent track record of providing generalist advice and identifying specialist legal issues. Citizens Advice have access to a range of resources to support people to understand their rights and take action themselves to resolve their problem.

All partners in the Health Justice Partnership have experience in responding to the needs of all members of the community. We work with migrant communities and have staff with a range of language skills and lived experience. We have delivered projects and services working with carers, people with learning disabilities, living with terminal illness, disabled people and people with poor mental health as examples. This project aims to address the health inequalities faced by those living within the core20PLUS5 priority areas and will involve co-location at Primary Care Network's (PCN) health practices.

In the project, our advisors will work in multi-disciplinary teams alongside GP clinical and non-clinical staff. The service will be co-located within GP surgeries, to which patients are referred, and be a bridge between the health service and specialist advice. This can be delivered by social prescribers or by generalist advice workers acting as navigators.

Through this project, we want to understand the ways in which we can proactively provide support to people facing rights-based issues which are affecting other problems in their life, such as impacting their medical health.

Activities undertaken include:

- Signposting and access to good quality information and self-help resources for those able to self-help.
- Generalist advice (including advocacy) on common issues arising around income, housing, access to services, consumer issues to increase knowledge of rights and ability to self-help.
- Identification of interrelated social welfare issues and where specialist advice is required.
- Advocacy to manage the everyday law of life for those unable to self-help and to mitigate digital exclusion issues to avoid future problems (form filling for key benefits and support, help accessing the household support fund, keeping UC journals up to date to avoid sanctions or incorrect payments).
- Specialist advice (casework and representation) to deal with common issues around debt, welfare benefits refusals and entitlements, housing, employment, community care, immigration, and family law.

**Job Title:** Health Justice Partnership Coordinator

**Reports to:** Director of partnerships and positive action on poverty

**Purpose:** To provide day to day co-ordination, management and direction for the Health Justice Partnership in Coventry, Warwickshire and Nuneaton.

**Salary:** Up to £35,244 depending on experience

## Responsibilities

- Be the main contact point for project partners (including advice and healthcare providers), funders, external organisations and everyone working on the project
- Develop and maintain strong cross sector partnerships and work with partners to deliver shared outcomes.
- Develop a successful pathway for health professionals to direct their patients to the Health Justice Partnership.
- Identify and coordinate training for key administrative, health professionals and care coordinators to increase their knowledge of legal rights and to improve referrals.
- Be responsible for co-ordinating day-to-day activity that ensures the Health Justice Partnership meets key milestones and outcomes in its project plan.
- Represent the Health Justice Partnership on groups and forums.
- Contribute to the evaluation and learning activities of the project.
- Provide regular reports on progress on the project.
- Coordinate and contribute to training of volunteers from Coventry University supporting the project with form filling and triage.
- Ensure close partnership working across the advice agencies in the partnership.
- Engage with existing and new PCNs to enable project development.

## General

- To demonstrate commitment to the aims, values, principles, and policies of the Law Centre
- To abide by policies and procedures as set out in the Office Manual and Staff Handbook
- To attend staff meetings and external meetings and seminars
- Any other task reasonably required within the context of this post

### Personal characteristics

- A demonstrable commitment to social justice, commitment to and understanding of the aims and objectives of the Law Centre
- A non-judgemental attitude.
- High level interpersonal and communication skills who enjoys engaging with people at all levels.
- Naturally organised and concerned with detail.
- A strategic thinker who is solution focussed.
- Self-motivated, able to work independently and on own initiative
- Have a collaborative leadership style so that your team's expertise and creativity can be fully utilised.

### Skills

- Excellent organisational and project management skills
- Strong cross sector partnerships working skills.
- To be able to report on project progress and escalate where necessary.
- Able to take ideas from initial concept to project set up.
- High level IT skills in MS Office
- Can prioritise multiple pending tasks and provide realistic timescales for completion, to ensure that key deadlines are met.

### Knowledge

- Broad understanding of the impact of poverty on individuals, families and communities in Coventry and the role access to justice and increased knowledge of legal rights has in mitigating this.
- Knowledge of the principles of good quality advice.
- Knowledge of project management processes

### Experience

- Experience of working in partnership with the public and/or voluntary sector to design and deliver projects.
- Experience of representing an organisation or partnership and influencing decision making.
- Experience of coordinating a team.

### Desirable:

- Experience of working with healthcare providers
- Knowledge of welfare benefits and debt advice.

### To apply for the post, you will need to provide

- An up-to-date CV which should include the names and addresses of your referees
- A covering letter of no more than two sides of A4 which should include:
  - How your skills, qualities and experiences will allow you to meet the requirements set out in the Job Description. Where possible, provide examples (which could be from a professional, voluntary or personal context) which demonstrate those skills, qualities and experiences
  - How you would like to use the law and community participation to bring about positive change in your community, related to health justice. If possible, please relate your answer to your experience to date
- A completed equality and diversity form (downloadable from our website)

Please email your completed application to [recruitment@centralenglandlc.org.uk](mailto:recruitment@centralenglandlc.org.uk) by **10.00 am on 17th May 2023**

Please do not submit any additional papers. We will only consider the information in the CV and personal statement.

We really want to give you an opportunity to demonstrate your abilities and skills. We therefore strongly suggest that you pay particular attention to the job description and person specification when completing your application.

We will confirm receipt of your application by email. We will then shortlist applications and successful applicants will be contacted by email and telephone and invited for interviews.

We expect to hold interviews on the week commencing **22nd May 2023**.

Please let us know of any arrangements we may need to make to enable you to attend for an interview. Our Coventry office is wheelchair accessible and has disabled toilet facilities, If you are attending an interview at our Birmingham office, please let us know whether you need any assistance prior to coming to your interview.

The interview will last for approximately one hour. The interview panel usually consists of two people which would normally include the relevant team head. You may be asked to provide a short presentation or complete a written test. If this is the case you will be notified prior to your interview and provided with any further information. We will take up references only after interview. We require references from two people who will be able to comment on your suitability for the role. Usually, one should be your previous employer.

We monitor our selection process for compliance with our statement of commitment to equal opportunities.