

Director of Legal Protection & Client Services (Maternity Cover)

Location:	Helen Bamber Foundation Office, Old Street (hybrid working)
Responsible to:	Kerry Smith, CEO
Hours:	Full-time 37 hours 10 months cover, flexible working available at a minimum of PT/0.8 FTE)
Salary:	£55,000 p.a.
Benefits:	27 days holiday (pro rata) plus 4% marched pension contribution
Start Date:	December 2024

BACKGROUND

The Helen Bamber Foundation (HBF) is a specialist UK charity which provides expert care and support survivors of torture, trafficking and other extreme human cruelty. We work with hundreds of clients every year from all over the world.

The expertise of the Foundation is renowned in the field. Through the Model of Integrated Care, HBF offers survivors access to an individually tailored programme of specialist therapy, medical advisory services, legal protection including providing expert medico-legal documentation as part of the MLR Service, welfare and housing support, and creative and skills activities within an integration programme. Survivors of human trafficking benefit from HBF's counter-trafficking programme of support.

OVERVIEW OF THE ROLE

HBF is seeking an experienced and dynamic lawyer for an interim period to give direction to the Legal Protection, Medico-Legal and Client Services of the Foundation. This role is crucial for advancing the rights and protection of our clients, many of whom are vulnerable individuals seeking asylum or are survivors of trafficking. We do not provide legal representation directly to our clients, instead we act as a support team to our clients and their legal representation by providing second tier advice. The successful candidate will provide strategic leadership, ensure the highest standards of legal protection, and contribute to the overall mission of the Foundation including developing relationships that promote HBF's expertise and reputation. This role requires exceptional people management and communication skills, with the ability to effectively lead a team, foster collaboration, and articulate complex legal issues clearly to both internal and external stakeholders.

Equal Opportunities

HBF is an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation. If you are a refugee and meet at least 50% of the criteria we will guarantee that you will

be longlisted for one of our initial 15 minutes interview. We particularly welcome applications from Minority Ethnicities. All are welcome to apply for this role.

MAIN DUTIES AND RESPONSIBILITIES

1. Strategic Leadership
 - Lead the Legal Protection, Medico-Legal and Client Services teams ensuring alignment with the Foundation's strategic goals.
 - Contribute to the development and implementation of the Legal Protection strategy, ensuring it meets the evolving needs of our client base.
 - Actively participate in the Senior Management Team, contributing to the overall strategic direction of the Foundation.
 - Develop and implement monitoring and evaluation programs to measure the impact of Legal Protection, Medico-Legal services.

2. Legal Protection & Case Management
 - Provide expert legal advice and direction for cases involving asylum, human trafficking, and modern slavery, ensuring up-to-date knowledge of relevant legislation and case law.
 - Overseeing liaison with legal representatives and support agencies by junior members of the team on particularly complex cases, including finding legal representation for our clients or referring to relevant support agencies etc. when required.
 - Work closely with HBF's multidisciplinary teams to determine and execute appropriate legal protection pathways for each client.
 - Oversee the preparation and quality assurance of Medico-Legal Reports (MLRs) in line with the Istanbul Protocol and the duties of expert witnesses.
 - Manage the financial processes associated with the Medico-Legal Services, ensuring accuracy and transparency.
 - Collaborate closely with the Referral and Legal Protection Coordinator to ensure that all referrals are efficiently managed and promptly reviewed by HBF's key staff, ensuring timely and appropriate action for each case
 - Oversee the Client Services team to ensure smooth and efficient functioning of client administration including the Client Service Administrators who manage reception and appointment bookings.
 - Work closely with the Housing & Welfare Casework Manager to align legal and welfare services, enhancing overall client support.
 - Participate in the development and delivery of training both internally and externally.

3. People Management
 - Inspire, manage, and support the Legal Protection team, fostering a collaborative and inclusive work environment.
 - Implement effective people management practices within the Legal Protection team, including regular supervision, performance reviews, and professional development opportunities.
 - Support the oversight and management of Foundation staff, working collaboratively with the Senior Management Team to ensure effective leadership and staff development
 - Manage volunteer recruitment and integration into the Legal Protection team, ensuring they are effectively supported and utilised.

- Provide training and development for team members and MLR writers, focusing on legal protection and the preparation of Medico-Legal Reports where needed.
4. Policy & Advocacy
- Lead the identification and pursuit of strategic litigation opportunities for HBF and prioritise cases where HBF's involvement can provide a unique or influential perspective. This includes deciding when to intervene in ongoing cases, where to provide expert evidence (including witness statements), and initiating litigation in HBF's name as the claimant.
 - Monitor and respond to legal and policy developments that impact HBF's clients, contributing to the development of policy positions.
 - Represent HBF at external meetings, conferences, and events, promoting our work and expertise in the sector.
 - Collaborate with the fundraising team to develop and present funding proposals that support the Legal Protection work.
5. Throughout all aspects of the role
- As the Data Protection Officer for HBF, the post holder will also maintain responsibility for all data protection practices, including managing timely responses to subject access requests, data breaches and developing policies in line with GDPR.
 - Uphold client confidentiality at all times, in strict accordance with HBF's confidentiality agreements and consent policies.
 - Collaborate effectively as part of HBF's multi-disciplinary team to support, develop, and implement organizational initiatives, including the achievement of Key Performance Indicators (KPIs).
 - Undertake additional duties as required, in alignment with the responsibilities of the role.

PERSON SPECIFICATION

Essential Experience & Skills

- Qualified barrister, solicitor or CILEX with a minimum of 5 years' PQE or other legal professional with equivalent experience at OISC Level 3.
- In-depth expertise in asylum law, human trafficking, modern slavery, human rights, and judicial review, including current legislation and case law.
- Strong experience in managing staff and volunteers, with a commitment to fostering a supportive team culture.
- Excellent organisational, time-management, and communication skills, with a proven ability to prioritise and handle a diverse workload under pressure.
- Strong interpersonal skills, with the ability to work effectively within a multidisciplinary team.
- Commitment to maintaining client confidentiality, data protection, and safeguarding practices.
- Demonstrated commitment to Equality, Diversity, and Inclusion (EDI) in the workplace and when working with vulnerable clients.
- Experience of working with interpreters and communicating across different cultures.
- Proficient in using Office 365 and other relevant software tools.
- Understanding and commitment to the objectives of the Foundation.
- Understanding and commitment to Equality and Diversity in the workplace and in relation to working with vulnerable clients.

Desirable Experience & Skills

- Experience in representing clients at the First-Tier Tribunal and Upper Tribunal (Immigration and Asylum Chamber).
- Experience of working under legal aid / knowledge of legal aid. Familiarity with medico-legal report reviewing and training delivery
- Experience in legal practice areas such as housing, homelessness, welfare benefits, mental health, criminal law, or community care.
- Experience in developing and implementing training programmes.
- Experience in strategic litigation and advocacy.

As is the nature of work in this sector, the role will expose the postholder to traumatic and distressing material and, whilst they will be supported by the CEO and the surrounding team, they should also be able to demonstrate knowledge of the self-care principles needed to manage working in an intense work environment and be able to collaborate in the dissemination of those principles to other members of the team. Clinical supervision will be offered to support the appointed post-holder where necessary.

Please note that the successful candidate will be offered the job subject to suitable references and an enhanced DBS check. If appointed, you will be required to give your consent to HBF to receive regular updates on your criminal records status throughout your employment.

Application Process

Please send your CV and a cover letter outlining your relevant skills and experience, as well as how your previous experience matches the listed responsibilities and person specification for the role to jobs@helenbamber.org

Closing Date: 11.59pm on **Sunday 29th September 2024**

Interviews: Week commencing **30th September** and **7th October 2024**

The ideal start date for this role is December 2024.

For any queries about the role, please direct them to Kat Hacker, Director of Legal Protection & Client Services at jobs@helenbamber.org

We regret that we can only respond to applicants who make it to the interview stage. Please note you will need the right to work in the UK as we are unable to sponsor individuals. No agencies.