

Position	LiP Service Adviser
Salary	£23,599 (Actual)
Hours/Days	0.8 FTE
Location	Hybrid-Central Weston-Super-Mare/Court Work/Home

Thanks for your interest in working at Citizens Advice North Somerset. This document should give you everything you need to know about the above role and how to apply including a link to the application form.



About Citizens Advice North Somerset (CANS)

We provide a range of advice services in person, by telephone and by digital means. We seek to empower our clients and support them to improve their confidence to resolve a wide range of issues. If you have a passion for working in the heart of your local community and are driven by making a difference, we would love to hear from you.

CANS is proud to be an inclusive and supportive organisation.

Benefits of Working at CANS:

- 28 Days Leave (Pro Rata for Part Time Working)
- Holiday purchase scheme available
- Access to Employee Assistance Scheme
- Working with a friendly and supportive team
- Opportunities to train and develop



The Team You Will Work With

As a **LiP Service Adviser**, you will be working in the **Specialist Services** Team and reporting to the Advice Services Managers.

You will be working with the:

- Generalist Team
- Volunteer and Paid Advisers
- Admin/Reception Team



Purpose of the role

To provide a specialist legal casework service in family law, specifically for victims of domestic abuse, including litigation at agreed venues across North Somerset.

In accordance with Citizens Advice National policy we will ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Main duties and responsibilities

- Provide one-on-one support and guidance to survivors of domestic abuse who are navigating the legal system without representation (Litigants in Person).
- Assess the specific needs and circumstances of each survivor to develop personalized support plans.
- Work closely with IDVAs and domestic abuse support services across North Somerset to ensure a seamless support network for survivors.
- Establish strong working relationships with local solicitors' firms to facilitate access to specialised legal services through pro-bono and paid-for services based on their needs and eligibility.

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Carry out casework and give generalist advice to ensure a comprehensive package of guidance and help for those fleeing domestic abuse, including on matters of welfare benefits, housing, debts, and others
- Based on client's capacity, assist them in preparing their cases and court documents, providing guidance on legal procedures and requirements, and/or help survivors with litigation preparation to enable them to enforce their legal rights
- Liaise with solicitors to ensure representation and expert advice is available to survivors who require it.
- Maintain an active caseload, and work with other domestic abuse support services and IDVAs in the local area, to provide clients with a holistic approach to resolving issues around leaving domestically abusive situations
- To represent clients at court hearings, or act as a McKenzie friend, as appropriate
- To observe the Law Society standards of professional conduct and ethics, in particular the strict requirement of confidentiality in relation to clients' affairs
- Ensure that all work conforms to the organisation's office manual and the SQM/ Advice Quality standard / Legal Aid Agency / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Mentor and participate in the training of our trainee advisers.
- Provide peer support to volunteer advisers during advice sessions either on the phone or face to face.
- Keep technical knowledge up to date



Other duties and responsibilities

- Attend regular staff meetings and other organisational meetings as required.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Complete required training to comply with requirement of the role and quality assurance processes.
- Help to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.

- Demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Comply with all Citizens Advice information assurance guidelines.
- Carry out any other tasks that may be within the scope of the role to ensure the effective delivery of services at CANS
- Advocate for the needs and rights of survivors within the legal system and other relevant organizations.
- Assist with Research & Campaigns work by providing information about clients' circumstances through the appropriate channel.
- Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.



Person Specification

Essential criteria:

1	Up to date knowledge of all areas of domestic abuse and family law
2	Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
3	Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing, including witness statements and court applications
4	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
5	Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals
6	Proven understanding of equality and diversity and its application to the provision of advice.
7	Ability to prioritise own work, meet key date deadlines and targets and ultimately manage a varied caseload.
8	Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme

Desirable criteria:

1	Qualified solicitor registered with the Solicitors Regulation Authority /CILEX/paralegal
2	Experience of representing clients at Court/ Tribunal



How to Apply for This Role

Applications *must* be made via this online form. **If you experience any technical difficulties or wish to request a different format, then please contact hr@nscab.org.uk.**

Application Form:
[Work With Us – CANS Job Application Form](#)

Equity, Diversity Monitoring Form:

We are committed to ensuring our recruitment processes are fair and inclusive. To support this, we ask all applicants to complete a short Diversity Monitoring form. The information you provide is confidential, held separately from your application, and is not used in the selection process. Although completion is voluntary, we would strongly encourage you to complete the form. This information is vital in helping us understand who we are reaching and where we need to improve.

[Citizens Advice North Somerset - Diversity Monitoring Information Form](#)



Top Tips to Get Your Application Shortlisted

Take time to carefully read both the job description and the person specification, as they explain what the role involves and what's expected. The

person specification shows the key qualities we're looking for and how we'll assess whether you meet them. Think about how your skills, knowledge, and experience match these requirements, and prepare examples that clearly show how you meet each one.

3 top tips for a strong application:

1. Use examples and follow the STAR method

Explain your experience using Situation, Task, Action, and Result.

Situation – Outline the issue.

Task – Describe the objective.

Action – Explain what you did.

Result – Describe the outcome and impact.

Example (for Money Advice Adviser Role)

S – Situation

While working at a local Food Bank, I met a client who was struggling with debt and felt overwhelmed by letters from creditors.

T – Task

My role was to support them in understanding their situation and help them find a way forward.

A – Action

I listened carefully without judgement, gathered key details about their finances, and explained their options in simple terms and checked there were no debt emergencies. I also helped them draft a basic budget plan and made them an appointment for more detailed advice.

R – Result

The client felt more confident and less anxious. They followed up with the debt appointment and were able to take control of their finances. We were able to assist with challenging some debts and increase their income after a full benefit check.

Tell us about what you may have learned from the experience too.

2. Be yourself

Let your personality come through and show how your values align with ours.

3. Focus on the application form

Please don't send a CV—everything we need should be included in your application form.

Using AI Tools in Your Application:

Using AI tools in your application

We understand that some applicants may choose to use AI tools (such as ChatGPT) to support their writing. While this is fine for ideas or structuring your thoughts, your application must reflect your own experiences, skills, and voice.

Applications that appear overly generic, inconsistent, or not written in your own words may not accurately demonstrate your suitability for the role.



If you would like an informal chat about this role then please contact:
Sara Leeroth- Advice Services Manager- 01934 836 210
sara.leeroth@nscab.org.uk .



Good luck with your application and thank you for your interest in applying to work with us.