



Legal Information Development Manager

Job Description

Reporting to the Chief Executive

About FLAC

FLAC is a human rights organisation which exists to promote equal access to justice. FLAC's vision is of a society where everyone can access fair and accountable mechanisms to vindicate their rights.

FLAC Services to the Public

FLAC provides a range of services to the public including a Telephone Information and Referral Line where callers are provided with basic legal information and FLAC Clinics in Citizens Information Centres throughout the country where volunteer lawyers provide basic legal advice. In 2019 FLAC assisted 26,995 individuals through its Information Line and Clinics.

The FLAC clinics have been temporarily suspended due to government restrictions. FLAC also recently established phone legal advice clinics for the public. The Information Line is inundated with callers during Covid-19.

FLAC wishes to support and develop the ways it delivers legal information through its information line, website, and use technology developing FAQs, online information, infographics, videos, podcasts and through social media etc. to provide legal information.

Overall responsibilities of the role

The overall responsibilities of the role are to manage and resource the Telephone Information and Referral Line and use technology to develop ways of delivering legal information for FLAC

Responsibilities

1. Management of the Telephone Information and Referral Line

- Manage the Information Line team and ensure legal information is provided on the Information Line
- Ensure that the Information Line team have the resources that they need
- Ensure a quality service is provided to callers to the information line
- Ensure that callers are provided with an appointment to an appropriate free legal advice clinic where necessary

- Ensure that callers are referred to relevant organisations including the Legal Aid Board
- Ensure information queries received by e-mail are responded to

2. Training for the Information Line team

- Plan and coordinate training for the Information Line team on areas of law which frequently arise on the Information Line and training on dealing with challenging calls

3. Contribute to a review of FLAC's legal information services provision

- Ensure that the legal information services supports the implementation of FLAC's Strategic Plan

4. Information Resources Development

- Develop legal information resources such as frequently asked questions, factsheets, podcasts, online platform for legal questions and answers, infographics etc.
- Investigate and use new technologies to develop accessible legal information resources

5. National Representation and Policy Development

- Investigate and use new technologies to develop accessible legal information resources
- Develop and coordinate the strategy for the delivery of a quality Information Line Service in line with presenting needs
- Work together with the National Clinic and Volunteer Development Manager to ensure a coordinated delivery of information and advice services
- Implement the part of the Citizens Information Service Level Agreement referable to the Information Line.
- Work with policy and communications staff to inform them of issues arising from the Telephone Information Line which may require a policy and or communications response.
- Work with the Research officer to ensure that data on information provision is recorded.

5. Administration

- Maintain accurate records for regular reporting to FLAC, funders and other stakeholders as necessary
- Compile reports of activity as requested
- Comply with FLAC's Health and Safety policies and procedures

6. Line management

- Line manage the Telephone Information and Referral Line Team

Any other duties as reasonably may be required from time to time in connection with this post

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES

The successful candidate will have:

QUALIFICATIONS

- A relevant degree
- A professional qualification as a Barrister or Solicitor, qualified to practice in Ireland

EXPERIENCE

- Experience of developing information resources using technology
- Experience of working on a helpline/advice line and developing its services
- Experience of establishing effective working relationships with numerous stakeholders
- Experience of providing legal information/advice
- Experience of providing legal information in the area of Family Law or Employment Law is desirable
- Experience of leading and managing a team

COMPETENCIES

- ICT expertise, technological competencies with creativity and/or social intelligence, including competency in Microsoft Office, Word, Excel, Salesforce, HTML, scripting, optimising of social media
- Excellent interpersonal and communication skills
- Ability to manage and work as part of a team
- Excellent administration and reporting skills.

TERMS AND CONDITIONS

This position is offered on a fixed-term contract for 2 years subject to funding.

HOURS OF WORK

The hours of work for this role will be c. 35 hours. Hours will be flexible but are envisaged to be 9am to 5pm Monday to Friday.

SALARY

Salary will be commensurate with experience and will reflect the responsibilities of the role.

TO APPLY

Please send CV and covering letter to recruitment@flac.ie, setting out how you meet the criteria for this position on or before **30 October 2020**.