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| **Legal Casework Manager****37.5 hours (full-time), location flexible, including home and office bases**This is an exciting new role to develop our work on Rachel's Voice, a partnership project between Mencap and the law firm Fieldfisher LLP. Rachel's Voice provides information and legal representation to families of people with a learning disability who have died avoidably in an acute clinical setting. We are seeking a legal casework manager to support the ongoing development of this project and our wider casework. Working within Mencap’s England Helpline and with external legal professionals, you will be responsible for not only advising clients but supporting ongoing work to identify the systemic issues within the healthcare system that lead to premature deaths of people with a learning disability. |  |

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| **What will you do*** Triage referrals coming into Mencap’s Casework Team, where there has been a potentially avoidable death of someone with a learning disability.
* Provide legal advice and representation to families around inquests and other investigations that may give them answers and secure system change, ensuring a sensitive, trauma informed and professional approach.
* Work with Mencap’s Storytelling and Communications Teams, and network of pro bono legal professionals, to support families to speak out in the media and secure change.
* Develop and work with a panel of experts in this field as a resource for the project to increase its effectiveness in supporting families around inquests and other enquiries
* Develop existing public information resources using the project’s professional pro bono volunteer network
* Track systemic themes in cases and support work on system learning and change
* Manage a team of Caseworkers working across different areas of advice.
* Support the ongoing learning and development of the Helpline Team
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| **What will you bring*** Excellent judgment, including sensitivity to confidential information.
* Resilience and ability to cope under pressure.
* Able to anticipate risks and identify solutions.
* Excellent organisational and project management skills.
* Well-developed stakeholder relations skills and ability to work effectively with internal and external partners.
* Strong self-motivation and flexibility.
* Ability to work independently at times with minimal supervision.
* Flexibility to travel if required and work the hours necessary to meet operational and business needs.
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| **Your experience*** Legally qualified in the UK or similar jurisdiction with at least 3 years post qualification, working in either clinical negligence, inquests or inquiries. Or similar number of years working as a senior case worker in an inquest/clinical negligence/inquiries advice role.
* Experience interacting with clients, fee-earners and other colleagues at a senior level.
* Experience of coordinating work and managing multiple projects and meeting deadlines.
* Strong management skills and ability to supervise, coach and mentor colleagues.
* Experience of accurately recording client case records and use of CRM/client database systems.
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| **More information about this role** In this role, you will be reporting to the Senior Advice & Casework Manager, who leads Mencap’s helpline in England. You will be part of the England Helpline’s management team, overseeing a team delivering both project work and general advice and information. Mencap’s England Helpline is made up of 20 colleagues working across different areas of advice, covering social care, health inequalities, cost of living and energy, SEND, housing, Mental Capacity and other areas. You will be managing one team of Caseworkers, focusing on general advice, as well as specialist advice on avoidable deaths and inquest work. The Helpline sits within Mencap’s Campaigns, Advocacy and Activism Directorate (CAA), and has strong links to our policy, influencing, campaigning, research and fundraising work, where trends, evidence and stories from our helpline are vital to achieving impact, change and securing supporter engagement.You will also have close working relationships with colleagues at Fieldfisher, where our partnership together is key to delivering change for families who have lost a loved one with a learning disability in avoidable circumstances. |

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| **What will Mencap give you*** *24 days holiday, pro-rata (plus bank holidays) increasing with long service plus the ability to buy up to another 10 days via our HolidayPlus scheme*
* *Service related sick pay when 6 month probation is completed*
* *Eligibility to join Mencap Pension Plan where Mencap matches contributions up to 5% on a salary sacrifice basis meaning NI savings. If you don’t join the Plan when you start, you will be auto-enrolled after three months with us.*
* *Membership of Mencap Pension Plan to include up to 3 times salary death in service live cover AND Income Protection of 50% salary to be triggered at 26 weeks of long-term sickness*
* *Loans for debt consolidation, bikes, computers and phones when you have been with us for 6 months*
* *Interest free season ticket loans*
* *Discounts and cashback from 3% to 30% at high street shops including major supermarkets, cinemas, gyms, leisure/theme parks, holidays and much more via Mencap Extras*
* *Opportunity to purchase a health cash plan to claim towards dental, glasses, therapy etc.*
* *Free access to round the clock employee assistance program for advice and support*
* *Quarterly award scheme and recognition at every 5 years through our YouRock program*
* *Access to award winning training* and development
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**How to apply**

Please apply with an up to date CV that demonstrates your skills and experiences relevant to this position

**If you require any further information please contact our Recruitment team on 01733 246699**

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|  | **Mencap’s values and how they apply to this role** |
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|  | You'll try new things and challenge the stigma faced by people with a learning disability |
|  | You will work alongside people with a learning disability to make sure all different voices are heard and listened to. |
|  | You will be kind, supportive and encouraging to everyone you interact with. |
|  | You will have a genuine passion for making the world a fairer place  |
|  | You will highlight and celebrate the achievements of people with a learning disability in all walks of life |