

JOB DESCRIPTION	
Job Title:	Paralegal
Department:	Clinical Negligence
Responsible to:	Lauren Watkins (Partner) and Sara Uren (Partner)
Responsible for:	N/A
Location:	Newport

1. Role/Job Purpose

-  To act for clients in a range of matters relating to clinical negligence and manage all client work allocated in accordance with the Firm's standards.
-  To effectively undertake all assigned tasks allocated and where necessary provide support to the wider Department and/or Firm.

2. Role Requirements

The post holder will undertake tasks including but not limited to: -

-  To act in a fee earning capacity and to accurately record and submit regular time recording in line with the firm's/departments policy
-  To achieve agreed levels of billing and time recording
-  To ensure all financial controls procedures are followed particularly in respect of billing procedures and collection of monies.
-  To ensure that all client work relating to own files is processed correctly and expeditiously and that the client is kept regularly informed of progress and costs
-  To manage and deal with all correspondence associated with own files on a daily basis
-  To maintain and update files with relevant correspondence to ensure files remain current and up to date.
-  Updating the case management system efficiently and effectively in accordance with departmental processes and procedures.
-  When required, arrange and attend conferences with Counsel, instruct experts and review expert reports.
-  Liaise with legal representatives including counsel, costs drafts persons, experts etc.
-  Preparing Legal Aid Agency (LAA) forms/online applications
-  Manage periodic payments on account as agreed by the fee earner
-  To follow file reviews procedures ensuring that these are dealt with promptly
-  Carry out periodic costs checks on files as requested by the fee earner
-  Assist with and undertake tasks relating to fee earner's clinical negligence caseloads.
-  Assist the department in developing work processes for clinical negligence cases.
-  To undertake administration work on own files and support senior fee earners with the same
-  To prepare bundles of documents for counsel and experts and trial bundles when required.
-  To attend to clients both in person and on the telephone and to provide such support in a professional and friendly manner in keeping with the firm's standards for client care
-  To provide support to the support staff and fee earners as required
-  Greeting and dealing with "walk in" clients, to the office to take initial instructions or brief updates on their matter.
-  Preparing draft bills
-  To maintain flexibility to attend conferences with clients which, on occasions may be outside

of 'normal working hours.'

- ☒ To ensure the confidentiality of all the firm's and client's documentation and information.
- ☒ To undertake any other duty as reasonably requested of you and within your capabilities including reception cover, post room cover and court run cover (full training provided)
- ☒ To assist senior fee-earners with tasks as and when required.
- ☒ To assist the team with new Clinical Negligence enquiries, by taking initial instructions from potential new clients, either over the telephone or face to face.

3. Person Specification

Knowledge, Training and Qualifications

Essential

- ☒ Law Degree or Recognised Equivalent
- ☒ Excellent English verbal and written communication skills are essential including the ability to relate to people at all levels
- ☒ Demonstrable knowledge of the law relating to Clinical Negligence and related procedures
- ☒ High Proficiency in all Microsoft Office Packages including word, outlook e-mail, outlook diary functions.

Desirable

- ☒ LPC graduate or recognised equivalent.
- ☒ An understanding of accounts ledgers and dictation systems.
- ☒ Knowledge of the various types of funding available for clinical negligence work.
- ☒ Knowledge of the NHS Wales Redress Scheme
- ☒ Knowledge of Law Society guidelines and procedures of the Legal Aid Agency

Experience

Essential

- ☒ Previous experience of working in fee earning capacity and running own caseload and experience of quantifying claims
- ☒ Demonstrable experience of providing excellent customer/client service.
- ☒ Experience of successfully supporting senior fee earners

Desirable

- ☒ Experience of working in a legal practice in a similar role.
- ☒ Experience of working with Case Management and Digital Dictation Systems
- ☒ Experience of working on and/or running 'issued' cases.
- ☒ Experience of working on legal aid funded matters.

Personal Skills and Qualities

- ☒ Ability to listening carefully and ask questions to ensure full understanding tasks
- ☒ Demonstrable ability to handle difficult/ upset clients and respond accordingly in sensitive situations
- ☒ Ability to carry out research quickly and efficiently
- ☒ Professional telephone manner
- ☒ The ability to work as part of a team and also take personal responsibility and ownership of own work.

- ☒ Ability to maintain attention to detail and accuracy when recording information, carrying out a tasks
- ☒ Excellent communication skills both written and verbal.
- ☒ Good prioritising and planning skills to ensure that tight deadlines are achieved under pressure
- ☒ Ability to work with confidential and sensitive information with discretion
- ☒ Flexibility to work outside of normal office hours that may be required from time to time.