

## Information for Volunteers

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### ABOUT YOUTH LEGAL & RESOURCE CENTRE

Youth Legal & Resource Centre (YLRC), is a member of AdviceUK, and has been providing free legal advice since its foundation in March 2013 and has an office at Ashburton Youth Centre in Roehampton.

We help vulnerable young people and their families giving free specialist independent legal advice in Housing / Homelessness, and Community Care with a focus on those young people with disabilities, care leavers and carers and families with children. We take a holistic approach, looking at all the problems a client presents with. We aim to provide an advice service in the above areas of law, backed-up by representation in Court or at Tribunals if necessary.

Youth Legal also provides a legal advice line so people or advisers can get advice over the telephone on a range of legal issues. Additionally Youth Legal provides 2<sup>nd</sup> Tier advice to other local organisations on legal issues. It is accountable to the local community through its Management Committee, which comprises representatives from local people, groups and agencies.

We are building a Peer Advice Volunteer Project to assist young people to find the right services they require and to help in contacting and making appointments.

We provide public legal education to young people and advice workers through training sessions and seminars and creating a project of Peer Trainers. We will achieve this by working with the already existing youth services in the area thereby avoiding duplicating services.

We strive to concentrate on more complex cases which are beyond the expertise of other local groups. We are not a generalist advice agency and cannot undertake work, which falls outside our specialisms. We advise clients by appointment; we do not normally run drop-in sessions but can do outreach and home visits. We will give advice on the telephone and accept referrals from other agencies but unfortunately cannot at this time take on client's who are not eligible for Legal Help/Aid or do not fall under one of our Grant Funder's criteria.

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## **PRINCIPAL AREAS OF WORK**

### **Housing**

We provide assistance and representation in court for tenants facing possession proceedings and failed homeless applicants to both public and private sector tenants. This includes advice on rent arrears, illegal evictions, and Landlord harassment etc. At present we do not have funding for and regret that we cannot normally provide face to face advice on such matters as routine housing transfers, mutual exchanges, right to buy, housing waiting lists, improvement grants, Leaseholders' enquiries and neighbour disputes Security of Tenure, e.g., advice on signing Tenancy Agreements but may do by phone. In common with most not for profit agencies, we cannot undertake to advise landlords.

### **Community Care**

Youth Legal represents clients from the local community who have issues with regard to community care provision. Any issues relating to social services and their service provision to the disabled, elderly and minors.

### **Debt and Money Advice**

We provide Money and Debt advice on priority and non-priority debts issues such as credit debts, rent arrears, council tax arrears, utility bill arrears, etc., income maximisation and financial capability for young people.

### **Welfare Benefits**

We give basic, non-specialist advice on welfare benefits issues relating to disability, employment support allowance, housing benefit and rights of residence in relation to our Housing and Community Care cases. If specialist advice is required, we will refer out.

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## **VOLUNTEERING POSITIONS**

We want to make sure young people between the ages of 16-25 are at the heart of our organisation and have input on how it is run, what services are available (within our remit) and how those services are accessed.

There are at present two different projects now running and two we are seeking funding for that we need volunteers to work on.

1. Office work both admin and legal
2. Youth Advice Network
  1. Website and stationery/leaflets design
  2. Helping people find the services they require in the area
3. Youth Social Media assistant
4. Youth Public Legal Education presenters (funding being sought)

We want to make sure young people in the area have the opportunity to shape the services and have a voice in its development.

This means there are several types of volunteer opportunities in:

- Admin assistant
  - Legal assistant
  - Youth Peer Advisor
  - Social Media Assistant
  - Management Committee member/Trustee
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## **WHAT YOU CAN EXPECT TO DO**

Duties could include:

### **Admin Assistant**

- Answering the telephone
- Triaging clients on reception and phone
- General admin tasks such as processing incoming and outgoing post
- Archiving files
- Attending Trustee Board meetings and taking minutes
- Supporting and advising clients with various tasks including accessing community resources they require
- Follow up to find if client has attended appointments / obtained the information of service they required and if not assist to rebook
- Providing referral and signposting advice to clients
- Attend marketing events

### **Legal Assistant**

- Assisting advisors with their cases
- Letter drafting
- Legal research
- Filing papers at court
- Data entry on case management system and data base
- Supporting and advising clients with various tasks including accessing community resources they require
- Follow up to find if client has attended appointments / obtained the information of service they required and if not assist to rebook
- Providing referral and signposting advice to clients
- Attend marketing events

### **Social Media Assistant**

- Participating in drafting and implementing our social media strategy
- Producing marketing materials such as leaflets and flyers
- Use of infographics
- Curating our social media on Twitter and Facebook
- Producing videos i.e. for Snapchat and YouTube
- Updating our website
- Attend marketing events
- Other projects promoting our message

### **Management Committee Member/Trustee**

- Making decisions about the running of the Centre

- Representing Youth Legal at local and regional meetings and possible with grant funders.

You will have a Volunteer Diary that you keep which is a record of the work you have done with us and signed off by us. You can use this for references for future employment opportunities or other volunteering work.

You do not need to do just one area of volunteering, you can do different areas, for instance a new project may start that you would like to work on.

You will be reimbursed with a small amount for lunch if you are in the office all day, and travel.

Most importantly you will be helping the young people in your community.

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## **WHAT WE NEED FROM YOU**

- A commitment from you for at least one half day a week for 6 months for the office duties and 1 year + for the Management Committee, and design, as and when needed.
- Your patience and understanding in dealing with sometimes very vulnerable and distressed people.
- To treat all client information as confidential.
- To listen and respect our clients.
- To take your responsibilities seriously.

If you are interested in these volunteering opportunities with us and making a difference in your community, then please complete the application form making sure to tell us what area(s) of volunteering you are interested in, and email to [info@youthlegal.org.uk](mailto:info@youthlegal.org.uk) or post to Youth Legal, Ashburton Youth Centre, Westleigh Avenue, Roehampton, London, SW15 6XD.