**Hamilton Citizens Advice Bureau**

**In-Court Advice Lay Representation Service**

**Position: Lay Representative**

**Reports to: Team Leader – In-Court Advice**

**Purpose of the Role**

To improve access to justice by providing free, high-quality advice, assistance, and representation to individuals facing mortgage repossession, rent arrears, and connected debt issues at Hamilton and Lanark Sheriff Courts.

This is a frontline role, supporting people at a critical point in their lives — helping them understand their rights, navigate complex legal processes, and stay in their homes wherever possible.

**Key Responsibilities**

1. Provide advice, assistance, and lay representation in Hamilton and Lanark Sheriff Courts for individuals facing housing related legal proceedings, including repossession and sequestration.
2. Support the development of caseworkers and colleagues through mentoring, sharing expertise, and contributing to training.
3. Operate in line with Hamilton CAB’s values, policies, and procedures, contributing to service delivery, quality, and continuous improvement.

**What You’ll Be Doing**

* Manage a caseload efficiently using Scottish National Standards (SNS)-compliant systems, ensuring high-quality casework and accurate records.
* Deliver advice and representation in a person-centred and empowering way, helping clients to understand their rights and options.
* Provide support and guidance to colleagues and partners, including caseworkers in referring agencies.
* Maintain and develop your own legal knowledge and skills through continuous professional development.
* Assist the Team Leader in monitoring service outcomes and reporting to stakeholders.
* Contribute to the design and delivery of training sessions, toolkits, and practical resources for CAB staff and external partners.
* Deliver awareness-raising sessions to help clients, advisers, and other professionals better understand court processes and relevant paperwork.

***The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the Team Leader.***

**What We’re Looking For**

We’re looking for someone with a strong background in housing or debt advice, who is passionate about defending people’s rights and experienced — or keen to develop — in representing clients in court.

You’ll be an empathetic and confident communicator, capable of supporting both clients and colleagues, and committed to improving outcomes for people facing difficult financial and legal circumstances.

This role is also a great opportunity for recent **law graduates** who are passionate about access to justice and want to gain practical, hands-on experience in civil procedure, advocacy, and client representation. If you're ready to use your legal knowledge to make a tangible difference in people's lives — and develop your courtroom skills with full training and support — we’d love to hear from you.

**Person Specification**

**Essential:**

* Strong knowledge of the **Scottish civil justice system**, particularly in relation to housing, debt, and court processes.
* Competence in **housing and diligence law** to **Scottish National Standards Type III** level.
* Excellent **verbal and written communication skills**, with the ability to present cases clearly and confidently in court or in negotiation.
* Experience working with **vulnerable individuals**, including those facing homelessness or financial crisis.
* Demonstrates **integrity**, maintains **confidentiality**, and works to the highest ethical standards.
* Proven **resilience** and emotional awareness when dealing with sensitive, high-pressure situations.
* **Flexibility** in approach, with the ability to adapt to changing needs and priorities.
* Shows **tenacity** and determination in advocating for clients and achieving positive outcomes.

**Desirable:**

* Recent experience of providing **representation in civil court matters**, particularly in housing or debt-related cases.
* Experience in **supporting and guiding advisers or caseworkers**, either informally or in a supervisory capacity.
* Experience in the **design and/or delivery of training**, particularly within advice services or the voluntary sector.