

Legal Aid Evidence Worker Volunteer Role



We are looking for a Legal Aid Evidence Worker Volunteer to support clients through the legal aid evidence process. The role involves communicating with clients, reviewing documentation, and ensuring that the required evidence is correct ready for their legal aid assessment.

Key Responsibilities

As a Legal Aid Evidence Worker Volunteer, you will:

- Contact clients by telephone or email to explain what evidence is required for their legal aid application
- Review evidence submitted by clients to ensure that all requested documentation has been received
- Support clients where evidence is missing, incomplete, or incorrect, explaining what further information or documentation is required
- Upload client evidence securely to the Client Management System
- Update the Administration Team once the evidence has been reviewed and confirmed as complete, so that:
 - the client's MIAM (Mediation Information and Assessment Meeting) can be arranged; or
 - a call with the Head of Department can be arranged where further discussion is required

Commitment & Practical Details

Location: TLC Head Office – Trafford House

Time commitment: Approximately 2–3 hours per week

Minimum commitment: 6 months

Equipment: TLC will provide a laptop for the role.

What We're Looking For

We are looking for someone who is:

- Reliable and able to commit to regular volunteering
- Comfortable communicating with clients by phone and email
- Organised and able to work carefully with documentation
- Patient, supportive, and able to explain information clearly
- Respectful of confidentiality and sensitive client information
- Willing to learn and follow procedures and guidance

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