
Overview

This standard involves managing an ongoing case for a client. It may involve briefing someone outside the organisation to carry out some part of the case (e.g. a barrister, solicitor or expert witness) but it will be your overall responsibility to ensure that the case moves forward.

There are three elements

- 1 Establish case files
- 2 Progress cases
- 3 Close cases

**Performance
criteria**
Establish case files**You must be able to:**

- P1 open client case files in line with organisational requirements
- P2 agree with clients the potential case outcomes and milestones
- P3 determine the method of funding cases
- P4 advise clients about any cost implications for them
- P5 explain to clients the organisational systems and procedures for managing cases in line with organisational requirements
- P6 record client details and agreed actions in line with organisational requirements

Progress cases**You must be able to:**

- P7 progress agreed actions on behalf of clients in line with agreed timescales
- P8 brief other individuals required to progress cases with details and responsibilities
- P9 inform clients about progress against milestones and outcomes in line with organisational requirements
- P10 meet all deadlines and key dates for cases
- P11 maintain case files to ensure they are accurate and up to date in line with organisational requirements
- P12 evaluate case progress against milestones and outcomes in line with organisational requirements

Close cases**You must be able to:**

- P13 review how cases progressed against milestones and desired outcomes in line with organisational requirements
- P14 evaluate the performance of externally instructed individuals for future reference in line with organisational requirements
- P15 inform clients about actions they can take to progress cases towards closure in line with organisational requirements
- P16 explain reasons and procedures for closing cases to clients

- P17 check that clients' understanding of reasons for closing cases is consistent with information you have provided
- P18 agree with clients arrangements for case closure
- P19 perform closure tasks for cases in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- K1 organisational procedures for opening and maintaining client case files
- K2 why it is important to establish and agree the desired case outcomes and milestones
- K3 different funding sources for cases and how to access them
- K4 organisational systems and procedures for working with clients
- K5 the importance of checking client's understanding
- K6 the relevant national, local, professional and organisational requirements relating to:
 - K6.1 equal opportunities
 - K6.2 discrimination
 - K6.3 health and safety
 - K6.4 security
 - K6.5 confidentiality
 - K6.6 data protection
 - K6.7 conflicts of interest
- K7 the importance of complying with national, local, professional and organisational requirements
- K8 organisational procedures for recording and storing client and case details
- K9 actions that should be taken to progress cases
- K10 why it is important to consult with and inform clients at each stage of the case
- K11 who might need to be briefed about cases and what information they will require
- K12 the importance of
 - K12.1 meeting all deadlines and key dates
 - K12.2 accurately maintaining case files
 - K12.3 reviewing and evaluating case milestones and outcomes
- K13 why it is important to review case progress and ways of doing this
- K14 why it is important to consider any opinions and rulings and how to use them to decide further actions
- K15 the importance of evaluating the performance of externally instructed

individuals and how to do this

K16 the importance of keeping clients informed about the progress of cases,
including plans for conclusion

Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

- 1 presenting information
- 2 active listening
- 3 questioning
- 4 oral and written presentation
- 5 negotiating
- 6 problem solving
- 7 summarising
- 8 checking understanding
- 9 time management
- 10 resource management
- 11 decision making
- 12 recording and storing information

SFJIA2

Manage legal advice cases

Developed by	Skills for Justice
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Version number	3
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Date approved	November 2013
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Indicative review date	November 2018
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Validity	Current
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Status	Original
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Originating organisation	Skills for Justice
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Original URN	SFJ IA2
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Relevant occupations	Legal Advisers; Legal Associate Professionals
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Suite	Legal Advice
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Key words	Managing ongoing cases; briefing; responsibility; support; prepare; casework
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