
Overview

This standard is about working directly with clients to provide them with advice on rights and entitlements in relation to disability. You will need to establish their needs and expectations of services, research information which is relevant to their situation and provide them with appropriate and accurate legal advice. You will specialise in the provision of legal advice on a broad range of disability issues relating to the provision of goods, facilities, products and services. This includes advising clients on complex areas of disability discrimination law. You will also know how to prepare and present cases in formal or informal hearings.

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Performance criteria

- You must be able to:
- P1 explain to clients the services that you can offer in line with their requirements
 - P2 check that clients' understanding of legal advice services is consistent with information you have provided
 - P3 agree with clients where situations require immediate action in line with their requirements, and:
 - P3.1 take steps to implement this
 - P4 agree next steps with clients in line with their requirements
 - P5 agree further actions with clients in line with their requirements, including:
 - P5.1 procedures
 - P5.2 responsibilities
 - P5.3 time limits
 - P6 analyse available client information to assign relevance to their case in line with your professional judgement
 - P7 review sources of information to assess applicability to clients' situations
 - P8 check that information obtained enables you to advise clients
 - P9 analyse information received from clients and the research process to formulate options in line with clients' needs
 - P10 present clients with information and possible options for action in line with organisational requirements
 - P11 advise clients on the implications of possible options in line with organisational requirements
 - P12 check clients' understanding of the advice offered in line with organisational requirements
 - P13 open client case files in line with organisational procedures
 - P14 design an action plan with clients in line with organisational processes, and:
 - P14.1 agree roles and responsibilities for progressing actions
 - P15 progress actions on behalf of clients in line with agreed timescales
 - P16 evaluate case progress against milestones and outcomes in line with organisational procedures

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- P17 progress case outcomes to conclusion in line with organisational requirements
- P18 record client details and agreed actions in line with organisational requirements

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Knowledge and understanding

You need to know and understand:

- K1 the relevant legislation, case law, codes of practice and guidance in your jurisdiction relating to disability discrimination
- K2 the categories of disability
- K3 the importance of legislative timescales relating to discrimination tribunals and court proceedings
- K4 the procedures for taking discrimination cases to tribunals and courts
- K5 how to complete relevant documentation relating to disability discrimination
- K6 the purpose of compromise agreements
- K7 what could constitute an emergency or urgent situation in relation to disability discrimination, and how to respond
- K8 how to make use of mediation services in relation to employment disputes relating to disability discrimination
- K9 the relevant legislation relating to community care and the rights of disabled people and their carers
- K10 the statutory responsibilities in relation to disability of service providers in the provision of services
- K11 welfare benefits applicable to those with disabilities and their carers
- K12 the procedures for challenges and appeals in relation to welfare benefits
- K13 how different legislation interacts to support those with disabilities

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Developed by	Skills for Justice
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Originating organisation	Skills for Justice
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Relevant occupations	Legal Advisers; Legal Associate Professionals
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Suite	Legal Advice
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