



## Paralegal - Personal Injury

<b>JOB TITLE</b>	Paralegal - Personal Injury
<b>RESPONSIBLE TO</b>	Head of department through team leader
<b>PURPOSE OF JOB</b>	To assist in the litigation department with claims for clients who have suffered personal injury by liaising with insurers and the medical profession in the administration of these cases, both over the telephone and using a case management IT system.

### MAIN DUTIES

1. Take responsibility for files/parts of files as requested by the head of department/solicitor, conducting all matters in the client's best interests and using information technology to produce documents as appropriate.
2. Maintain time recording on client matters on a daily basis and submit completed forms to the accounts department.
3. Regularly update clients as to the current situation of their case.
4. Deal with routine and difficult enquiries from telephone callers and clients effectively and efficiently, and ensure that all client complaints are dealt with both professionally and promptly to the complete satisfaction of the client.
5. Utilise IT system to produce all documents and letters.
6. Assume primary responsibility for the physical condition, including updating filing, of each file in your designated group, and progress according to timetable.