

JOB DESCRIPTION AND PERSON SPECIFICATION: ADVICE CASEWORKER



Job description

Role:	Advice Caseworker
Grade:	Grade B - (£31,104 to 34,199)
Full/Part time:	Full time
Contract term:	12-month fixed term (maternity cover)
Responsible to:	Advice Centre Manager/ Deputy Advice Centre Manager
Hours:	Standard hours are 37 hours per week These can be worked flexibly, and we are happy to discuss part-time hours and alternative working patterns.
Location:	The Union, Manchester We support hybrid working in line with business needs.
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK
Benefits:	We offer staff many benefits, including: <ul style="list-style-type: none">+ 26 days annual leave plus at least six discretionary days (four at Christmas and two at Easter) and bank holidays+ Employer pension contribution matched up to 6%+ We support a hybrid working in line with business needs+ Supportive, needs-based compassionate and other leave+ Supportive maternity, parental, adoption and partner's leave+ Cover the cost of your eye test and £100 towards new glasses+ An employee assistance programme to support your wellbeing+ Plenty of opportunities for learning and development+ Access to student discounts online and in the city

Purpose of the role

To provide advice, casework support and advocacy for students around their rights and responsibilities during their time at Manchester Metropolitan University. Ensure casework experiences are recorded and form the basis for active social policy work for the Union's broader voice work.

Principal duties

Role specific:

- + To provide casework support to students on a wide range of issues including landlord and tenant issues, student funding, welfare benefits, debt, disciplinary issues and institutional complaints such as:
 - Identifying regulatory or legal aspects of a case, making relevant links between legislation when needed.
 - Working with students to assess the most appropriate and tactically beneficial options for a preferred outcome.
 - Assisting students to make the best choice for them through detailed explanation of the available options.
 - Gathering evidence and preparing written submissions or applications.
 - Preparing students ahead of key meetings or hearings.
 - Ensuring appropriate records and casework administration is compliant with union policies, such as confidentiality and data protection and is understood by students using the service.

- + Liaising with other internal and external agencies or organisations
- + Providing formal and informal advocacy in a range of settings.
- + To maintain an up-to-date knowledge of areas of casework, including legislative reforms, research and advocacy skills.
- + Make appropriate referrals to other services within the University and the wider community.
- + To support and supervise the triage function within the Advice Centre.
- + To assist the Advice Centre management team in all aspects of running the Advice Centre, ensuring high standards of competence and consistency at all times.
- + To support change campaigns run by the Union and other social policy work through the sharing of expert knowledge in areas of casework operation.
- + To ensure the maintenance of contact and good relations with relevant external advice agencies and services, including those services provided by the University.
- + Support the advice centre's mediation provision.

Organisational stewardship and leadership:

- + Contribute to team planning days and delivery of team goals and objectives
- + Conduct risk assessments for area of work and have a good knowledge of risk mitigating activities for day-to-day activities

- + Perform role in line with union finance regulations ensuring all financial paperwork is passed to the finance team, contributing to budgeting and forecasting for aspects of the departmental budget
- + Hold expert knowledge of policy and procedure as it relates to the role being delivered and is able to independently apply the framework for the majority of day-to-day matter

The duties described above are not an exhaustive list but are intended as being illustrative of the level and type of work required. The Job Description may be subject to amendment from time to time after discussion with the post holder. This job description does not constitute part of the contract of employment.

Person specification

Criteria	Essential or desirable
Qualifications	
We accept candidates from any educational background.	Essential
Advice casework or para legal qualification	Desirable
Experience	
Significant experience of advice/casework in at least one of the following areas: academic matters, student funding, housing, welfare/disability benefits or other relevant area of specialism.	Essential
Demonstrable experience in casework and advocacy.	Essential
Demonstrable experience of and compliance with legal considerations, including safeguarding, confidentiality and data protection.	Desirable
Experience of working with a complex external stakeholder.	Desirable
Knowledge and skills	
The ability to locate and understand information resources and legislation and explain them to clients.	Essential
Excellent verbal and written communication skills, with the ability to create persuasive content for decision makers and tribunal members.	Essential
Display an empathic, non-judgemental, client-centered and approachable manner to clients.	Essential
A working understanding of confidentiality.	Essential
A good understanding of how to organise case administration and plan effective submissions.	Essential
An understanding of how casework feeds into effective campaigning or influence on rule makers.	Desirable
Personal attributes	
A collaborator with excellent interpersonal skills who is able to build appropriate relationships with and work alongside people at all levels.	Essential

Demonstrable ability to use own initiative to manage workload to ensure personal deadlines and targets are met whilst offering creative and innovative solutions to problems.	Essential
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Committed to embracing opportunities, developing new skills, and making a positive contribution in the workplace.	Essential
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Values and ethics

Understanding of and commitment to the principles of equity, inclusion and diversity, and The Union's values The Union's values .	Essential
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