



## Worker Support Centre Peer Engagement Caseworker (Care)

### Job Description

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| <b>Job title:</b>  | Peer Engagement Officer (Care)  |
| <b>Location:</b>   | The role is a remote working role with a hybrid combination of home-working and travel for team, worker, policy and partnership meetings. The role will operate primarily in North-East Scotland with the main work areas being in and around Fife, Angus, Perth, and Dundee. |
| <b>Salary:</b>     | £28,000 per annum, pro rata, subject to deductions for tax and national insurance contributions as required by law.   |
| <b>Hours:</b>      | Part time, equivalent to 28 hours per week. This may be flexible as required.   |
| <b>Reports to:</b> | This role will involve close working with the WSC Peer Engagement Officer and will report to the WSC Centre Manager   |
| <b>Contact:</b>    | <a href="mailto:recruitment@workersupportcentre.org.uk">recruitment@workersupportcentre.org.uk</a> with any questions about this role.  |

### About the Worker Support Centre

The [Worker Support Centre](https://www.workersupportcentre.org.uk) (WSC) is a Scotland based charity that promotes decent work and prevents exploitation. We support marginalised and isolated workers in labour sectors where there is a high risk of abuse and exploitation. We work in partnership with workers to build power to secure and advance workplace rights. We prevent human trafficking for forced labour by acting to reduce the risks of worker exploitation. WSC values include: respect for human rights, representation, transparency, equality and innovation.

WSC support includes advice, mediation, advocacy and assisted reporting to enforcement agencies. Our worker engagement informs policy change activity to address harms faced by those in high-risk work. In 2023 and 2024 WSC activities were targeted at workers in seasonal agriculture on the UK Seasonal Worker visa (SWV). During this time, we provided advice, support, and information to 1031 people in relation to the SWV. WSC is now embarking on a new project to engage workers in health and social care to advance care workers' rights through worker education and power sessions. To learn more about work, visit [www.workersupportcentre.org.uk](https://www.workersupportcentre.org.uk)

## About the role

This role is focussed on advancing care workers' rights by supporting WSC's peer engagement work including actively conducting outreach to workers and facilitating worker education and power sessions. In this role you will support WSC meet two of its four core objectives to work together with workers to claim spaces for power and representation in decision making; and to build the field of knowledge about workers and their experiences to influence policy. This role also includes handling a small caseload, providing health and social care workers with information, support and impartial advice with any issues that may arise during outreach or sessions. This role will work closely together with our Peer Engagement team and Outreach Caseworker.

**WSC strives to achieve representation of individuals with lived experience of the issues on which we work at all levels of our organisation and actively promotes applications from individuals with experience of the issues on which we work. For this role we would especially welcome applications from individuals with experience of working in the health and social care sector.**

**NB A Basic Disclosure Check is required for this role.**

## Main tasks and responsibilities

### Peer engagement and outreach

- To develop, together with WSC's Peer Engagement team, a programme of outreach and engagement to workers in social care.
- To conduct social engagement and outreach activities in person and remotely.
- To contribute to the development of WSC's programme of activities to build worker solidarity.
- To contribute to and translate information for communication with workers on their rights and entitlements and to support WSC Worker Power work.
- Liaising with community and civil society organisations to build strong community networks.
- To ensure that those in need of support access WSC's Casework service, and/or are signposted to available services, including legal advice.

### Casework

- To provide high-quality casework support around housing, debt and employment rights;
- To monitor and respond to email, phone and message enquiries from workers.
- To liaise with external services, including lawyers on legal advice sessions and make appointments for workers to access such advice.
- To support workers to navigate support and advice from external agencies;

- To record worker information using Advice Pro case management software.

## Participation

- Support participatory analysis workshops with workers to jointly analyse concerns articulated in order to establish standards workers would like to see upheld for health and social care workers.
- Actively support workers to engage in advocacy, including by providing worker-centred briefings on advocacy processes and meetings, ensuring meaningful participation and leadership by workers.
- Engage with workers via social media and other online tools, through clear communications outputs.

## General

- Support the whole organisation goal to integrate workers in all our work at all levels of the organisation.

## Person Specification

### 1) KNOWLEDGE AND TECHNICAL SKILLS

Indicates the type of knowledge and skills essential or desirable to do this job and the level required using the indicators below.

- (1) Significant expert knowledge
- (2) Specialist knowledge
- (3) Routine but detailed knowledge
- (4) Broad understanding
- Or not applicable (N/A)

| Type of Knowledge/skills  | Essential | Level | Desirable | Level |
|---|-----------|-------|-----------|-------|
| Understanding of how NGOs operate and knowledge of the issues on which WSC works: labour rights, migrant rights, organising, anti-trafficking and human rights. | X         | 4     |           |       |
| Experience in worker organising, engaging with workers and upholding labour rights, or support provision to workers through casework.                           | X         | 3     |           |       |

### 2) QUALIFICATIONS

| Type of Qualification | Essential | Desirable |
|-----------------------|-----------|-----------|
|-----------------------|-----------|-----------|

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|---|---|--|
| Degree level in public policy, law, or human rights or equivalent experience. | X |  |
| A valid UK Driving license  | X |  |

### 3) EXPERIENCE REQUIRED

| Type of Experience  | Essential | Length  | Desirable | Length |
|---|-----------|---------|-----------|--------|
| Experience in labour organising or worker support   | X         | 2 years |           |        |
| Experience of engaging with people with lived experience of the issues on which the organisation works and ensuring they are involved in decision-making processes. | X         | 1 year  |           |        |
| Use of equipment and case management systems & Standard Microsoft Office suite  | X         | 1 year  |           |        |
| Fluency in English (verbal and written)   | X         |         |           |        |
| Working competence in at least one other language spoken by migrant social care workers (eg Arabic, Urdu, Hindi, Bengali)   | X         |         |           |        |
| Experience of work in a precarious sector (eg social care, agriculture, hospitality)  | X         |         |           |        |
| Experience of work in social care   |           |         | X         |        |
| Experience of handling a caseload and providing impartial, confidential advice.   |           |         | X         | 1 year |

|   |   |         |  |  |
|---|---|---------|--|--|
| Experience of facilitating public outreach sessions/events.   | X | 1 year  |  |  |
| Experience of communication to wide audiences via a range of social media platforms (eg Tik-tok, Instagram, Telegram, X, Bluesky) | X | 2 years |  |  |
| Experience of building and developing relationships with community and civil society organisations                                | X | 1 year  |  |  |

#### 4. PERSONAL QUALITIES

|   | Essential | Desirable |
|---|-----------|-----------|
| Enthusiastic and committed to advancing workers' rights.  | X         |           |
| Empathy with workers in high-risk labour sectors and the work of WSC  | X         |           |
| Strong work ethic: A self-starter with high-energy levels, ability to use own initiative, prioritise, make decisions and implement them, function to deadlines. | X         |           |
| Ability to build and maintain collaborative and respectful relationships across the organisation and with workers.  | X         |           |
| Ability to work flexible hours as required, to travel and spend occasional nights away from home  | X         |           |
| Sound understanding of equal opportunities, data protection and confidentiality.  | X         |           |

#### Timeline:

- Applications to consist of a CV and supporting statement no longer than one side of A4 outlining how you meet the skills and experience required, to be sent to [recruitment@workersupportcentre.org.uk](mailto:recruitment@workersupportcentre.org.uk)
- Deadline for applications – Midnight on Monday 20<sup>th</sup> January 2025