

**A partnership of Dumfries & Galloway Citizens Advice Service Roxburgh & Berwickshire Citizens Advice Bureau, Central Borders Citizens Advice Bureau and Peebles & District Citizens Advice Service.**

**EMPLOYMENT RIGHTS AND ADVICE SERVICE CASEWORKER**

* **Location:** 1 based within D&G CAS, 1 based within R&B CAB
* **Responsible to:** Co-ordinator
* **Duration:** Initial period of 18 months with extension dependant on funding
* **Salary:** **SCQF Level 8,** £26,160 rising to £26,476 after 12 months.

**About the role:**

A Consortium of Citizens Advice Bureau from the Scottish Borders and Dumfries & Galloway are independent and innovative advice organisations who have come together to offer an enhanced employment advice service to those living and working in the South of Scotland.

As a new project we will recruit two FTE experienced and motivated employment caseworkers to our team to provide advice on a range of employment related issues including, but not limited to, pay calculations, redundancy, maternity and paternity rights, sick leave and grievances.

The employment caseworker will assist the clients to understand their rights and responsibilities regarding employment and self-employment, and help draft letters regarding their issue. The employment caseworker will undertake casework preparation and represent clients at tribunal. The employment caseworker will be required to attend further training as needed on employment matters and relevant legislative updates. They will assist the coordinator in the provision of information and support to volunteer advisers working on employment cases and delivery regular training events to help upskill existing volunteers and train new recruits.

The Lead Bureau (Dumfries & Galloway Citizens Advice Service and Roxburgh & Berwickshire Citizens Advice Bureau) will employ the successful candidates on behalf of the Consortium. The opportunity offers excellent terms and conditions and is an inclusive employer considering flexible working arrangements where appropriate. This may include some evening work at a time when clients are available.

**Key responsibilities**

* To provide initial advice for complex employment enquiries
* To carry out ongoing casework for employment enquiries which require further assistance, including pay calculations, drafting letters and advising on terms and conditions
* To support clients through ACAS early conciliation and represent at tribunal if required.
* To access information from second tier employment advice line and statutory bodies and explain relevant information to client
* To take internal referrals from generalist and specialist staff on employment matters
* To attend suitable training in relation to employment advice
* To assist bureau management in the training of existing volunteers and new recruits in the area of employment advice
* To identify other non-employment issues experienced by the client and refer internally or externally for further support and advice
* To maintain accurate records of all advice and casework
* To keep records of client financial gains through casework and outcomes for clients through CASTLE recording system
* To contribute to the bureau’s social policy work ensuring that issues affecting area are taken up locally, regionally and nationally
* To ensure that all work meets quality standards of the bureau
* To keep abreast of the latest developments relating to employment advice and legislation
* To collate and submit to line management a variety of high quality case studies
* To contribute to the creation of self-help guides; tool kits; marketing and other materials that support the development of the project.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager and/or management committee.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of providing employment advice in a professional capacity (voluntary or paid position)
* Experience of representation and tribunal work
* Experience of working with people with multiple and complex needs
* Ability to manage and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* Ability to operate as a team player and communicate effectively with colleagues and managers
* A commitment to the aims, principles and policies of Citizens Advice Bureau.

**Desirable**

* Experience of completing accurate calculations for individuals in a professional capacity and explaining calculations in a variety of mediums
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Experience of providing basic information in a variety of areas and making appropriate referrals

**Additional Requirements**

* The consortium offers a blended working approach to service delivery with the ability to work from home and a designated office. Necessary equipment will be provided and a risk assessment carried out for each work location.