Job Description – Employment Caseworker 

**Denny and Dunipace**

**Citizens Advice Bureau**

* **Job Title:** Employment Caseworker
* **Location:** Denny and Dunipace CAB office: working from home in line with bureau’s Covid-19 procedure with regular office contact on a rota basis
* **Responsible to:**  Bureau Manager

# About the role

We are seeking an employment caseworker to provide advice on a range of employment related issues including 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 issues. The employment caseworker will advise up to employment tribunal stage but will not provide representation at employment tribunals for clients. The caseworker will provide information on where to potentially access representation at a tribunal should this be required by the individual. The employment caseworker will be required to attend further training as needed on employment matters and relevant legislative updates.

# Job description

**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 to seek further assistance and representation where appropriate for example employment tribunal representation
* 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 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

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 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 Bureaux

**Desirable**

* Experience of carrying out casework in a professional capacity
* 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**

* As a result of current Covid-19 procedures the successful candidate will need to work from home at least part of the time for the first 3 months of the post- this may be extended depending on Government guidance. All equipment will be provided and risk assessment carried out in advance of homeworking.