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# JOB DESCRIPTION

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# **Job Title: Advice Caseworker**

## Reporting to: Advice Manager

**Place of Work: Student Centre, Talbot Campus but will be expected to attend other locations as necessary, including Lansdowne campus**

**Hours of Work: Full Time, 35 hours per week – occasional evening and weekend work**

**Pay: £21,255-£25,000 p/a**

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**Purpose of Role**

To provide accurate and comprehensive advice, guidance, and representation to Bournemouth University Students on a range of issues including academic, housing and financial matters in accordance with BU and SUBU policies and relevant legislation. To support students through personal circumstances such as suicide, sexual misconduct, abuse, harassment, violence, racism and discrimination. To maintain an excellent level of understanding of BU’s policies and procedures to ensure high quality advice and support is given to students. This role also supports students to prepare for and attend formal meetings relating to the continuance of students’ academic studies, for example Academic Offence Panels and Fitness to Practice Panels. We aim to empower students by advising them and giving them the information to make informed decisions. The post holder will maintain an excellent level of understanding of BU’s policies and procedures to ensure high quality advice and support is given to students.

This role involves providing advice and support on a case by case basis via email, telephone, or face to face meetings, keeping detailed logs of all interactions with students through effective use of the case management system.

To work with other areas of SUBU to plan, create and deliver campaigns and events to raise awareness of the current issues affecting BU Students.

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**Key Tasks**

* Advice and Guidance Duties: directly helping clients as a key objective, providing accurate advice, support and signposting or referrals as appropriate. Supporting students to prepare for and attend various BU panels. Maintain knowledge and understanding of policies, issues and legislation relating to advice for clients. Staff must have access to relevant legal material and keep up to date with the law in adherence with the Advice Quality Standard.
* Support /Mentoring Duties: Work as part of a team, support other team members when they require case support to ensure the best outcomes for the students. Supporting students to prepare for and attend various meetings & panels.
* Advocacy: attending Academic Offence Panels, Fitness to Practice Panels, University Panels, Support to Study meetings with the student, monitoring and challenging the panel where the meeting or process has not followed procedure as defined by policy, and to advocate for the student in the meeting where required. Also attending additional meetings with students where additional support and guidance is required.
* Welfare support: assisting students when in crisis, using professional judgement and policies/ procedures to inform the approach taken with each individual, which may involve creating a crisis plan.
* Administration Duties: Maintain clear, timely and accurate case records.
* Communication Duties: between clients, team, SUBU staff and Officers, University staff, other external contacts and use of social media.
* Organisational Duties: organising client meetings, prompting staff and students for input into various matters, supporting the day-to-day operational function of the department. Manage and prioritise own case load, effectively managing time and systems to record cases, monitor deadlines, carry out research and respond to clients with the information they require within an appropriate timeframe.
* Data Duties: maintain and manage various client record and information systems.
* Compliance Duties: Supporting the delivery of operational plans, policy, and departmental objectives, ensuring that services operate within their legislative responsibilities. Maintain confidentiality in line with the SUBU Advice policy, and principals of the Advice Quality Standard framework.
* Reviewing & Evaluation Duties: participate in SUBU strategic planning and development sessions, ensuring all areas of engagement to reflect SUBU.
* Networking Duties: Develop and maintain effective working relationships and partnerships with the University, Wellbeing organisations, Local organisation, and other relevant organisations such as Advice UK, Citizens Advice Bureau, Shelter.
* Key Union Events Duties: Supporting SUBU when asked to assist with the organisation and administration of the larger Union events such as Fresher’s, Summer Ball, and Open Days. May require weekend working during peak union events.
* Professional Development - Attend regular training to develop knowledge, skills and expertise.

**General for all staff**

* The principle roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
* Staff must always adopt and endorse the company’s Vision and Mission Statement and all supporting policies, across all aspects of the role.
* Staff are required to have a Personal Development plan and to participate in training, meetings or conferences considered relevant to their job.
* Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff handbook
* To abide by the company’s policies and procedures
* To adhere to all health and safety legislation
* SUBU is committed to promoting, educating, and taking direct action on environmental sustainability. All SUBU employees are expected to integrate environmental sustainability values and action into their role where feasible.
* **To undertake any other task that is deemed reasonable within your skill set.**

**Person Specification**

* Excellent communication and listening skills
* Ability to contribute to a positive team working culture and motivate others especially in times of high demand and critical delivery.
* Experience of providing advice and representation in one or more of the areas covered by the Students' Union's Advice Service, including using a Customer Relationship Management (CRM) system.
* Flexible; responsive to changing demands
* Excellent attention to detail & ability to provide accurate information.
* Professionalism and discretion
* Balanced judgement when considering courses of action
* Understanding of diplomacy and neutrality
* Positive attitude towards problem-solving
* Awareness of the issues involved in working in a confidential environment and of the need to maintain professional boundaries and use appropriate referrals in advice work.
* Resilient temperament with the ability to hold sensitive and difficult conversations with people in a distressed or acutely affected state.
* Patience and empathy
* Commitment to excellent customer service
* Knowledge of the application of the Advice Quality Standards.