



Coventry University Students' Union

Job Description

Job Title:	Advice Caseworker (London)
Grade:	Grade 6 (Plus London Weighting Allowance)
Department:	Advice and Wellbeing
Location:	London, including travel to all Coventry University London Campuses, including Coventry University London, CU London (Dagenham), CU London (Greenwich), and The Hudson
Responsible to:	Head of Advice and Wellbeing

PURPOSE

To provide professional, confidential and impartial advice, support, representation and information to all students of Coventry University Group and relevant partnership institutions; maintain and analyse casework records to support the management of the Advice Service.

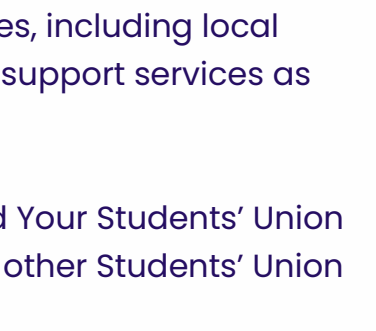
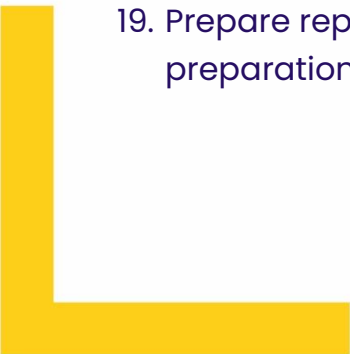
To provide information and promotion of the advice service through the range of Your Students' Union and University media and meetings.

To support the delivery of regular Students' Union activity and events across London campuses.

A yellow L-shaped graphic is positioned in the bottom left corner of the page.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide non-directive, confidential advice and guidance via telephone, video call, web chat, email and face-to-face to individuals and groups of students.
2. To provide comprehensive advice, information, support and guidance to pre-entry, current, continuing and franchise students on a wide range of issues including academic, housing, welfare benefits, financial capability and student funding advice.
3. Provide in-depth advice and information on relevant university and national regulations, procedures and policies.
4. Maintain and share knowledge of national best practice, legislation and initiatives in higher education that are relevant to students enrolled at Coventry University Group and partnership institutions.
5. To act for the student(s) where necessary, drafting letters, completing application forms, compiling budgets and financial statements and carrying out any calculations as appropriate.
6. To make representation and advocate for individuals and groups of students within the University on matters including academic appeals, complaints, university disciplinary proceedings, professional suitability panels, academic misconduct meetings and panel hearings, and other formal and informal hearings and meetings.
7. On behalf of students make representations to third parties including university departments, local authorities, landlords and support services both verbally and in writing to address and resolve student issues.
8. Ensure the maximisation of outcomes for students through appropriate diagnostic interviews and follow-up casework as necessary following service standards and guidelines.
9. Develop links and working relationships with relevant student organisations (e.g. NASMA) and university departments and staff.

- 
10. Liaise with and make referrals to external agencies, including local authorities, Government departments and other support services as required.
 11. To help raise the profile of the Advice Service and Your Students' Union by participating in proactive service activity and other Students' Union events as required.
 12. To work alongside campus-based colleagues to deliver regular Students' Union events and activities across relevant campus locations.
 13. Manage sensitive and confidential information and maintain accurate, up-to-date and confidential records and statistics of casework in line with service standards and guidelines.
 14. Produce reports, as required by the line manager, on student usage of the Advice Service and issues relating to advice provision.
 15. Identify areas from casework which are applicable to wider student groups and are appropriate for proactive work and social policy development.
 16. Co-ordinate the production of and maintain up-to-date Advice Service publications including (but not limited to), Advice webpages, campaigns, leaflets and other publications in conjunction with the Marketing and Communications Department.
 17. Identify new publications, leaflets and information that might be of use or interest to students and campaigns.
 18. To have an understanding of new and/or changes in legislation and policy which impact students in higher education.
 19. Prepare reports and relevant information for the line manager in preparation for meetings and publications.
- 

General Responsibilities

1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.
2. To undertake relevant research/development projects as required from time to time.
3. To lead and participate in departmental and cross departmental projects as required following standardised PMU processes appropriate to grade.
4. To support and contribute to the Union's communities, committees, societies activities and campaigns as required.
5. To attend meetings, conferences and training events as may be reasonably required, including appropriate Union Committees meetings as directed by the post holder's line manager.
6. To work flexibly - this may at times include weekend and evenings.
7. To abide by the Union's constitution, procedures and policies at all times.
8. To be committed to the Union's values by being Helpful, Inclusive and Ethical.
9. To demonstrate a commitment to equality of opportunity and diversity, together with an understanding of how it operates within the responsibilities of the post.
10. Undertake any other duties commensurate with the grade range of the post.

I have read, understood and agree to the above duties.

Signed:

Date:

Print Name:

Person Specification and Shortlisting Criteria

Advice Caseworker (London)

Shortlisting criteria and required experience:

This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions and / or CV.

1. Educated to A Level Standard or equivalent work experience in a comparable role – Essential
2. Qualification or Training in Advice and Guidance or equivalent relevant work experience – Essential
3. Significant experience of providing advice and carrying out casework in a paid and/or voluntary capacity on a range of issues which can include housing, financial capability, debt, welfare benefits, academic advice or student funding – Essential
4. Experience of representing clients at hearings or proceedings – Essential
5. Experience of using case management systems to record and monitor casework – Essential
6. Experience of working with multiple sets of regulations – Essential
7. Experience of developing social policy and campaigns – Desirable
8. Understanding of Higher Education Organisation/Students' Unions or Membership Organisations – Desirable

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

1. Knowledge and understanding of the current issues and themes in higher education and the impact these have on students
2. Ability to handle sensitive situations and maintain confidentiality
3. Good IT skills
4. Excellent communication skills – written and verbal
5. Excellent interpersonal skills and organisational skills

- 
6. A high degree of commitment to providing excellent service provision to clients
 7. Ability to work well in a team
 8. Work on your own initiative without supervision on routine processes
 9. Good understanding and awareness of equal opportunity and diversity
 10. Flexible approach to working hours
 11. Willingness to champion our organisational values (We are Helpful, We are Inclusive, We are Ethical)

