

**Job Description**

**Job Title:** Student Advocacy Caseworker

**Salary:**

**Responsible to:** Advocacy and Inclusion Development Coordinator

**Responsible for:** N/A

**Job purpose:** To provide confidential, individual student support and representation through professional and collective advocacy on matters such as academic appeals, complaints, discipline and student-University mediation. To inform students of their rights, identify their options and support and empower students through University processes and procedures. To advocate on behalf of students when required and support students to communicate effectively with the University. To signpost or refer to other services as appropriate, both in the University and externally.

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| **Key Duties**:  Student Advocacy Casework   * Provide 1:1 Advocacy for students - assess individual situations, issues and needs and appropriate advocacy input * Provide guidance and support with drafting primarily Extenuating Circumstances, Appeals and Complaints etc. * Attend with and/or advocate for students in meetings with the University as appropriate * Identify potential safeguarding issues and report as appropriate * Keep accurate records of student casework * Familiarise and keep up-to-date with key policies relating to students. * Identify and champion Equality, Diversity and Inclusion issues and ensure a consistent approach * Signpost to appropriate University and external agencies * Report regularly to, and liaise with, the Advocacy and Inclusion Development Coordinator * Contribute to the development of information and guidance resources for students     Please note that casework can include issues related to poor mental health and sexual violence. Cases relating to sexual violence may include supporting students through investigation and discipline procedures where a complaint has been made against them. |
| **Relationships:**  **Internal:**   * Advocacy and Inclusion Development Coordinator * Sabbatical Officers * Appropriate Student Officers * Senior Management * Coordinator Team   **External:**   * University of Stirling Student Support Services * University staff as relevant to pursuance of a case * Relevant agencies to signpost students to (Shelter, CAB, SPSO, ICO, Police Scotland, Rape Crisis, Women’s Aid) etc.   **General:**   * Comply with Health & Safety requirements * To carry out any other appropriate duties which may be considered necessary by the Chief Executive * To abide by the Policies and Constitution of the Union and be impartial in respect of its democratic structures * To demonstrate a commitment to the Union’s Equality, Diversity & Inclusion Policy * To demonstrate a commitment to the Union’s Sustainability Policy * To contribute to the delivery of the targets outlined in the Union’s strategic plan * To attend meetings, training and conferences where necessary * To demonstrate a commitment to continuous professional development * To portray the Union as approachable and in a positive manner at all times * To cover other staff duties during sick leave or holidays where appropriate * Have an understanding of colleagues’ roles and responsibilities and signpost as required * To support all Union activities/campaigns/events, including Freshers and Elections   **Notes**  Due to the variable nature of the semester timetable, the Students’ Union operates annualised hours working for all employees. The annual hours for this post will be 840. Although working hours are stated as 21 hours per week some evening and weekend work may be required. This is part of the contract and reflected in the grading of the post. This post is Fixed Term for 12 months, with the possibility of an extension if external funding is received., The notice period for this post will be 1 month and annual holiday entitlement is 28 days pro rata (which includes all public holidays) which equates to 90 hours.  This job description is correct as of 2nd June 2021 and shall be updated as and when required with the appropriate body. It should not be regarded as exhaustive or exclusive and duties may change from time to time. |

**Person Specification**

* Qualified to degree level or equivalent or relevant experience
* Computer literate – Access; Excel; Outlook; MS Word; MS Teams; Social Media
* Ability to communicate effectively with a wide range of people
* Must be able to understand complex policies and procedures
* Experience of providing 1:1 support and/or representation
* Experience of and/or understanding of the role of an independent advocate
* Ability to establish and maintain appropriate professional boundaries
* Understanding and experience of active listening
* Ability to be objective, impartial and non-judgemental
* Ability to assess situations, identify issues and students’ needs and present clear options and recommendations
* Ability to identify priorities in complex cases
* Ability to have ‘courageous’ conversations
* SMHFA and ASIST certificate desirable
* Familiar with and understand the Equality Act 2010 (Scotland)
* Willingness to undertake training and education
* Commitment to supporting and empowering students with a rights based, person centred focus
* Experience of SMART goal planning

**Sign-off:**

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| **Job Holder** | **Manager** |
| **Signature** | **Signature** |
| **Date** | **Date** |

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