

Caseworker/Senior Caseworker

Tommy Sheppard MP

Summary

- Appointment in the range £25k - £30k, dependent on skills and experience
- Full-time
- Based in constituency office in Portobello
- Closing Wednesday 5th October at 5pm
- Interviews Monday 17th October in Portobello

Description

Tommy Sheppard is seeking a new Caseworker/Senior Caseworker to advise and assist individual constituents. Members of the public contact him for help in resolving issues they are encountering with government bodies across a wide range of topics, including immigration, welfare, housing and many more. The new member of staff will join an existing experienced team who work with these constituents to help resolve their problems.

Members of this team have helped Ukrainian refugees secure visas, won people their livelihoods back in licensing disputes, and negotiated repairs for tenants who had been waiting for years. This is an opportunity to really improve the lives of people who, in many cases, only approach Tommy after they have exhausted other sources of assistance. The work often involves dealing with people in significant financial, personal or emotional distress.

The role would suit someone with experience of advice and advocacy, for example from the public or third sector. Alternatively, a person who is keen to learn and can demonstrate a motivation for this type of work may be appointed at the more junior level. The role is not party political, though the nature of problems means awareness of government and political structures is often useful.

The successful candidate will be appointed at either Caseworker or Senior Caseworker level, dependent on skills and experience. The post is full-time.

Working arrangements: The normal place of work will be the constituency office, currently in Portobello, Edinburgh (94 Portobello High Street, Edinburgh EH15 1AN).

Start date: As soon as possible.

Security: The successful candidate will be required to comply with the Baseline Personnel Security Standard, undertaken by the Members' Staff Verification Office.

How to apply: Please send a CV and covering letter to tommy.sheppard.mp@parliament.uk with the subject header "Caseworker Application".

Person specification

Essential

- Strong interpersonal communication skills, especially when directly working with members of the public or resolving issues over the phone.
- Good written communication skills, especially by email.
- Motivation to assist or advise people individually.
- Sensitivity when dealing with people facing difficult circumstances.
- The ability to prioritise and work under pressure.
- Excellent administrative and organisational skills.
- Attention to detail.
- Ability to work as part of a team.
- Commitment to continuous professional development and acquisition of new specialist knowledge areas.
- Competence with IT, in particular Office, and the ability to adapt quickly to new software.

Desirable

- Experience working in a similar role in politics, the public sector, or the third sector. (Essential for Senior Caseworker.)
- Existing familiarity with a subject area that is prominent in MP casework, especially the welfare system, housing rights or immigration.
- An interest in politics generally.

Job Descriptions

Caseworker (IPSA payscale £21,529 - £32,983)

- Assist with surgeries and other meetings and follow up as appropriate.

- Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media, or face-to-face. Ongoing communication may be required.
- Gather relevant information to assist with resolving cases.
- Draft responses to constituents.
- Ensure that each case is dealt with promptly, sensitively, confidentially, and accurately in accordance with the MP.
- Critically analyse patterns of enquiries and articulate the findings in reports and communication with the MP and other staff members.
- Log all cases; monitor progress and ensure all identified actions are taken.
- Ensure records are kept and information managed confidentially in line with the data protection legislation.
- There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally.

Senior Caseworker (IPSA payscale £28,311 - £41,593)

- Assist with surgeries and other meetings and follow up as appropriate.
- Take initial action on queries from members of the public, including responding on behalf of the MP as appropriate.
- Exercise a high level of autonomy in reaching decisions on cases based on the evidence.
- Manage a large caseload of complex cases, working in a professional, confidential, caring, and sensitive manner.
- Liaise with government agencies, voluntary sector, and others to resolve constituency matters.
- Develop knowledge in specialist areas.
- Supervise other members of staff including coaching and mentoring.
- Ensure that all cases and decisions are properly documented, writing clear concise reports containing analysis of the evidence, explanation of the findings and conclusions, and a robust and appropriate action plan, to include ongoing monitoring and communication procedures where required.
- Analyse, evaluate, and interpret data to ensure the MP is accurately informed on key issues and is aware of trends.
- Ensure records are kept and information managed confidentially and in line with data protection legislation.

- There may be requirement for the role holder to work outside of normal hours and travel for work occasionally.