

JOB DESCRIPTION	
Job title:	Advice Caseworker
Reports to:	Advice Place Manager
Department:	The Advice Place
Direct Reports:	N/A
Revision Date:	May 2024
Job Purpose	
<p>The role of the Advice Caseworker is to offer advice on a range of topics to individual students, to undertake specialist casework, including advocacy and representation of students at university meetings and in navigating University policies and processes. Offering practical support to students in very challenging emotional circumstances and always operating in the best interests of the student. Supporting a team of advice volunteers and working alongside caseworkers with different specialisms to offer a holistic service.</p> <p>The Advice Place is a free, professional, impartial and confidential advice service for students at the University of Edinburgh, operated by Edinburgh University Students' Association. The service operates via face to face interactions via drop-in or booked appointment and also by phone and email and by booked teams appointments. The service deals with a wide variety of topics (finance, accommodation, academic, crime, and personal issues) and provides basic information as well as more complex casework advice, advocacy and support.</p> <p>We are a frontline student facing service that requires staff to deliver the service in-person at our offices. However, we understand that being able to work remotely is popular with many staff and allows them to find a better work/life balance and so we do continue to offer some home working opportunities where possible across the year.</p>	
Main Duties and Responsibilities	
<p>Main Duties:</p> <ul style="list-style-type: none"> • Providing professional in-depth advice to a caseload of individual students on a range of issues via booked appointments, email, social networks and telephone contact. This post will specialise in cases relating to academic and University processes. • Offering frontline advice on general academic and welfare advice topics as a duty caseworker to students who drop-in or call the service. Triaging, signposting and booking follow-up appointments as required. These topics will be varied and will include council tax, hardship funding, finding accommodation, students seeking support in a crisis, etc. • Advising students who are presenting in significant distress, including responding appropriately to students disclosing suicidal ideation or intent or who have been the victim of sexual 	

assault/gender based violence, racism, bullying, discrimination or crime. Immediate liaison with third parties including the University/ police to safeguard students, Foodbanks, City of Edinburgh Council, Second Tier Advice services etc.

- Efficiently creating and maintaining accurate case notes and ensuring accurate monitoring and reporting of issues arising from the service and to liaise with the university in relation to individual cases and in relation to themes and trends arising from academic cases.
- Advising and supporting students who have been accused or breaching the code of student conduct (including accusations of harassment and gender-based violence)
- Advocating for students and representing their best interests in University meetings or proceedings (for example supporting a student who is the subject of a disciplinary investigation).
- Administering the NHS C:Card service for safer sex products and the University period products schemes.
- Supporting student volunteering within the Advice Place including recruitment, the development and delivery of training, and arrangements for ongoing supervision and support under the direction of the Deputy Advice Place Manager.
- Developing and delivering training, presentations, online content for students, prospective students and staff.
- Support, Supervision and Debrief – Actively participating in regular one-to-one meetings with line manager, external supervision sessions with counsellor, debrief sessions with colleagues and case conferences, and team meetings.

Other Departmental Support:

- Supporting outreach activities across outlying campuses with a view to ensuring all students are aware of and have access to our service
- Following in house recording procedures as appropriate, and adhere to the service guidelines on confidentiality and impartiality at all times
- Participating in relevant advice training and knowledge sharing with other members of the team
- Taking part in Welcome Week, Open Day and Induction activities as a way of providing information about and promoting the Advice Place
- Undertaking research and participating in relevant University groups as required to inform improving the student experience
- Working with relevant Sabbatical Office bearers and elected representatives on relevant issues and campaigns as required.

Key Relationships

- Advice Place Manager
- Advice Place Deputy Manager
- Advice Place Advice Caseworkers
- Advice Place Receptionists/Administrators
- Advice Place Volunteers
- Wider Membership, Engagement and People Development team, including welfare and advisory staff, as well as staff with responsibility for student activities, engagement, academic representation, and democracy.



- Service Users
- Student representatives, including Sabbatical Office bearers
- External stakeholders, including University academic, administrative and student support services staff.
- External partners/contacts as appropriate, including NUS.

OTHER:

- The Student Association's overall ambition is that 'By 2025, we will be a high performing students' union, valued by our members, delivering outstanding support and services for a vibrant, well-rounded time at university' Our staff are essential to fulfilling this ambition.
- A commitment to the delivery of the Students' Association's Strategic Plan through the implementation of departmental plan activities.
- A positive and respectful attitude to all Students' Association staff, its management, the organisation as a whole, and its members, clients and partners.
- Ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students' Association as an organisation.
- Adhere to and support Students' Association's Ethical, Environmental and Health and Safety policies and procedures.
- A commitment to training and development of self and others.
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.

PERSON SPECIFICATION		
Job title:	Advice Caseworker	
Person Summary		
<p>You will be an exceptional and enthusiastic individual, who aspires to provide a professional and high-quality service to our service users.</p> <p>Confident and competent, with demonstrable experience gained within a customer facing role, delivering high standards of customer service. You will have proven experience of dealing with sensitive information and prioritising in a busy client facing role. Ideally, you will have worked in situations where you have been required to deal effectively and compassionately with customers who are distressed.</p> <p>A student-focused individual with a consistently professional approach to your duties and keen attention to detail. A person with high expectations of themselves and others, who takes pride in their work.</p>		
Required Experience	Essential	Desirable
Demonstrable experience of offering advice and guidance	X	
Experience of using own initiative for problem solving in a professional context	X	
Experience of supporting volunteers		X
Functional Skills and Proficiency	Essential	Desirable
A knowledge of the Higher Education system and current student issues	X	
Knowledge of the principles of advice, information or advocacy work	X	
In-depth knowledge in one or more of the following areas- <ul style="list-style-type: none"> • Advocacy • Support for people in distress • Support for survivors of harassment or sexual violence • Knowledge of University student support services and processes • Supporting for people making complaints • Complaint and Conduct investigations • Knowledge of Student Funding System • Knowledge of Welfare Benefit System • Knowledge of Scottish Tenancy Rights • Understanding of the nature of student unions 	X	
Strong organisational skills with the ability to work independently and to manage a busy caseload, prioritising appropriately.	X	

Strong analytical skills, and the ability to process complex written materials or situations.	X	
Demonstrable ability to deal with sensitive information in an impartial, non-judgmental, professional and confidential manner.	X	
Proven ability to successfully communicate across a variety of audiences, including delivery of presentations.	X	
Ability to negotiate effectively and assertively.	X	
Ability to instill confidence in service users and to promote a self-reliant approach wherever possible.	X	
Excellent IT skills, including proficiency in the use of Microsoft 365, office applications, internet and social media channels.	X	
Proven report-writing skills.		X
Training and Qualifications	Essential	Desirable
Experience in a higher education or students' association setting as staff or student		X
Other Requirements Specific to the Role	Essential	Desirable
Occasional weekend and evening work may be required.		X
Our Purpose		
To enhance student life at the University of Edinburgh by providing representation, services, activities and support.		
Our Principles		
<p>Our core principles are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.</p> <ul style="list-style-type: none"> • Student led – prioritise work and services that matter to students • Power to change – be strong representatives, campaigning for students • Diverse student communities – a sense of belonging for all • Open and helpful – in our communications and interactions • Collaboration – harnessing the benefits of working together • Ethically and environmentally responsible – conscious of our impact • Social enterprise – trading, with multiple benefits for our members 		

