

**Job Description**

**Job Title: Employment Law Case Worker**

**Salary Grade:** Grade PC4 Grade 7

**SCP: 32 - 36**

**Job Family:** People Care

**Job Profile:** PC4

**Directorate:** People’s

**Job Ref No:** TBC

**Work Environment:** Agile

**Reports to: Welfare Rights Service Senior Caseworker**

**Number of Reports: 0**

**Purpose:**

* To support the operating model of the welfare rights service, including key service workflows including referrals in/out, validation, allocation, and elements of casework

**Key Responsibilities:**

* To provide advice and representation at E.T to clients in relation to Unfair Dismissal, Discrimination, Wrongful dismissal, illegal deduction of wages, working time directive and holidays, breach of contract and other issues related to the above.
* To provide support to colleagues in relation to employment law matters they are handling.
* Provide advice to clients in a number of settings including advice sessions, outreach advice sessions and health pathway settings.
* To provide a holistic approach to advice and consider connected issues facing clients who seek advice from the service such as welfare benefits, debt and housing matters and advice clients accordingly.
* Provide training and updates to members of the Welfare Rights Team and other advice providers and organisations when and if required.
* To manage a full case load in relation to employment up to and including

- representation at Social Security appeal tribunal and Employment Tribunals.

- County Court application and representation.

* To provide advice sessions in relation to new clients and on-going issues
* To manage caseloads via diary and recall systems and provide detailed but succinct case recording.
* To maintain and develop knowledge of welfare benefits, debt, employment rules and regulations.
* To manage complex and higher risk cases to maintain or improve the wellbeing of vulnerable clients...

In addition the post holder will be required:

* To provide advice information and guidance through training sessions to members of the public, organisations, charities, council staff and other advice providers
* To contribute to, update and edit the Welfare Rights Service web pages.
* To provide support through in-reach pilots including liaison with pathways partners

- Meet the pathway partners. Discuss trends patterns in activity in relation to advice work.

- Investigate response with the pathway partners to these trend and patterns.

- Bring this to the attention of the Team Leader if necessary and implement if necessary.

* To promote the service via liaison with, and attendance of meetings and forums, and presentation to the following.

- Community organisations, Council departments and other organisations such as ACAS, Her Majesty’s Court and Tribunal Service, and the Department of Work and Pensions.

- Professional meetings: FINCAN the (Financial Inclusion Network) National Association of Welfare Rights Advisors (NAWRA)

- Welfare Rights Discussion Group. (WRDG)

Employment Tribunal Users Group

* To deliver training and briefing sessions to council colleagues/ external partners