

**COMMUNITY CASEWORKER JOB SPECIFICATION**  
**30 JUNE 2017**

<b>Title:</b>	Community Caseworker  Luke Pollard MP, Plymouth, Sutton & Devonport	<b>Job Category:</b>	Executive support
<b>Location:</b>	Plymouth	<b>Travel Required:</b>	Occasional travel to Westminster Regular travel within Plymouth
<b>Level/Salary Range:</b>	£19,461 to £23,000 pro rata Dependent on experience	<b>Position Type:</b>	Full and part time and flexi time all available Weekend/evening work maybe required
<b>HR Contact:</b>	Nicky Williams	<b>Date Posted:</b>	Date Posted
		<b>Posting Expires:</b>	Posting Expires
<b>Application by Email:</b>			
<a href="mailto:Luke.Pollard.MP@parliament.uk">Luke.Pollard.MP@parliament.uk</a>			
<b>Subject Line:</b> Caseworker role application			
<b>ROLE DESCRIPTIONS</b>			
The team of community caseworkers are the cornerstone for Luke delivering for the people of Plymouth, Sutton & Devonport. We are recruiting a team of two to three full time equivalent roles to be collectively responsible for Luke’s casework, community engagement and organising. These roles would suit people with excellent people skills, a real eye for details and a passion for working with community groups and individuals and helping them find solutions. Luke has made constituency casework and community campaigning a key priority of his manifesto and this team will help deliver the focus on local people that Luke is looking for.			
<b>ROLE AND RESPONSIBILITIES</b>			
<ul style="list-style-type: none"><li>• <b>Dealing with queries from members of the public</b> by phone or in person, and provide information, advice and support on a wide range of issues including housing, benefits, immigration, and other matters, gathering relevant information and taking the appropriate action to progress or resolve the case.</li></ul>			

- **Organising and attending surgeries and other meetings and events** to assist the MP in dealing with constituents' issues.
- **Managing own caseload and progress of casework**, ensuring all cases are dealt with in a sensitive and confidential manner and accurate records are kept in line with the Data Protection Act
- **Preparing responses to constituents on casework and policy issues** raised, undertaking research thoroughly and accurately, and drafting correspondence which reflects Luke's views.
- **Maintain up-to-date knowledge** of relevant guidelines/legislation as appropriate in dealing with casework.
- **Monitoring and analysing patterns** of queries and cases and produce reports and propose courses of action to address them – including collective or community organising approaches
- **Mapping and working with constituency groups**, community leaders, local institutions, charities etc., responding to community campaigns and developing collective solutions and actions that address policy and constituency concerns
- **Community liaison** and organising work to empower and support constituency groups with their issues and priorities
- **Help support Luke's social media presence** in the constituency and publicise surgeries, community events etc.
- Undertake general administrative, secretarial and other tasks as required

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

Degree level or equivalent would be desirable but key skills matter more to Luke than where and if you went to University.

#### PERSON SPECIFICATIONS – SKILLS AND EXPERIENCE

- Demonstrate great communications skills – both highly literate and personable with a good telephone manner and able to interact with people at all levels
- Highly organised and able to prioritise a demanding workload while maintaining an exceptional attention to detail
- Experience of working and dealing with the members of the public and a commitment to serving people
- Comfortable with using Window Office systems and experience of a casework management system would be beneficial
- Experience of casework or advisory is desirable but not essential e.g. CAB, a union or customer service
- Experience of community development or community organising approaches and techniques would be ideal

- Interest in helping people to find their own solutions and mobilise collectively to deliver them
- Working as part of a team and so should also be able to clearly show that they can work well with others in a constructive and approachable manner
- Commitment to the aims and values of the Labour and/or Co-operative Party