

Job Brief: Caseworker Officer

Introduction

UNISON is Britain's largest public sector trade union, with over 1.3 million members working in the public services, private, voluntary and community sectors and in the energy services.

Developmental

The Caseworker is a key role within the Branch. It covers the key areas of representation and support.

Main Duties

The Caseworker will undertake casework, advising and representing members in grievance and disciplinary hearings and other employment relations matters, providing members and the Branch reps with help on case preparation.

The Caseworker will assist the branch in achieving its core aims, which include:

- The effective representation and recruitment of members.
- Promoting UNISON on behalf of members.
- Supporting local reps

Work Areas

- **Organising.**
 - Recruitment of both new members and new activists
 - Supporting the reps and new activists at ORC and helping to build the branch activist base.

- **Individual representation that covers:**
 - Grievances
 - Disciplinary
 - Sickness processes
 - Bullying and harassment cases
 - Local workplace issues.
 - General advice and guidance to members.
 - Any other aspects of membership representation.

- **Other duties**
 - Undertake other duties as required by the salary definition or job profile of this post commensurate with like UNISON Branch posts

Person Specification

UNISON Manchester University Healthcare Branch is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

Heading	Selection Criteria
<p>1. Thinking</p>	<p>1.1 Experience of developing solutions including:</p> <ul style="list-style-type: none"> • drafting statements of case • drafting action plans <p>1.2 Learning and Development</p> <ul style="list-style-type: none"> • training in and experience of representation of members in employment relations processes • ability to identify training needs of others • commitment to continuous personal learning and development.
<p>2. Interpersonal & Communication</p>	<p>2.1. Experience of communicating with a range of individuals including:</p> <ul style="list-style-type: none"> • Influencing outcomes at meetings • Providing written and verbal advice to members and other reps • Challenging employers' proposals and proposing alternatives substantiated with reasons • Speaking confidently in front of groups of people. <p>2.2 Experience of giving advice and representing members on a variety of employment issues.</p> <ul style="list-style-type: none"> • Conciliation skills to resolve disagreements • Responding effectively to people who are angry or upset. <p>2.3 Experience of effective team working with volunteers (Branch officers and reps) and paid staff.</p> <p>2.4 Tenacity, resilience, the ability to work under pressure</p>

3. Initiative & Independence	3. Experience of prioritising own workload including: <ul style="list-style-type: none"> • decision making within guidelines • Following policies and procedures. • Self-administration – typing own letters / emails, photocopying
4. Resource Management	4. Experience of handling information resources including: <ul style="list-style-type: none"> • time management • Ability to maintain concise accurate records • maintaining confidential information.
5. Physical Skills <i>(with Equalities Act modification where necessary)</i>	5.1 Keyboard skills 5.2 Lifting light equipment
6. General Knowledge	6.1 Understanding of and commitment to the principles of equality and democracy. 6.2 A working knowledge of employment law. 6.3 Experience of a range of employment issues such as reorganisations and restructures, disciplinaries and grievance, TUPE transfers, redundancy, unfair deduction of wages, and discrimination prohibited by the Equality Act. 6.4 Understanding of the role of trade unions and the social and political environment in which the union operates. 6.5 ICT packages including Microsoft Office suite.