

ROLE & RESPONSIBILITIES:

Employment Advice & Casework

- 1.1 Provide specialist employment law advice on issues such as unfair dismissals, redundancy, workplace discrimination, contracts, and employment rights.
- 1.2 Offer legal support on employment tribunals, ACAS Early Conciliation, grievance procedures, and settlement agreements.
- 1.3 Assist clients with job applications, CV writing, interview preparation, and work readiness training.
- 1.4 Support individuals facing workplace exploitation, zero-hour contracts, or unfair working conditions, ensuring they know their legal rights.
- 1.5 Work directly in Jobcentres, health settings, and outreach venues to engage hard-to-reach communities needing employment support.
- 1.6 Interview clients face-to-face, on the telephone and via web chat and email, using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and explore options.
- 1.7 Use Citizens Advice and other appropriate resources to find, interpret and communicate all relevant information to clients in a manner they can understand.
- 1.8 Provide appropriate advice, researching and exploring options and implications, to help clients set priorities and make informed decisions.
- 1.9 Complete benefit checks when appropriate and support clients to use IT to make online applications.
- 1.10 Act for the client using appropriate communication skills and channels. Undertake casework on clients' behalf, write letters, negotiate with third parties as required.
- 1.11 Accept referrals, also refer internally or to other agencies as appropriate.
- 1.12 Maintain clear, timely and accurate case records that meet the quality standards required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation.
- 1.13 Seek support as necessary to ensure a high quality of advice, good practice and that the degree of casework taken on is appropriate.
- 1.14 Co-operate with the arrangements of the Advice Session Supervisors and Project Supervisor(s) in providing cover and delivering the advice services required.

- 1.15 Work in a variety of settings including community outreach, Jobcentres and local authority offices as required and when doing so, promote the service.
- 1.16 Liaise with statutory and voluntary organisations, including the Department for Work and Pensions (DWP), HMRC, Social Services, and community organisations, ensuring up-to-date knowledge of local policies and services while fostering effective partnerships to support clients.
- 1.17 Ensure that all work meets the quality standards and any additional requirements of funders.