JOB DESCRIPTION Student
Advice Caseworker Vacancy
Ref: 0776-23

<table>
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<tr>
<th>Job Title:</th>
<th>Student Advice Caseworker</th>
<th>Present Grade:</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Students’ Union</td>
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<td>Directly responsible to:</td>
<td>Advice Service Manager</td>
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<td>Supervisory responsibility for:</td>
<td>N/A</td>
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**Other contacts**

**Internal:**
- Advocacy & Governance Manager,
- Students’ Union Policy Staff,
- Vice-President Welfare & Community,
- Vice-President Education,
- Student Wellbeing Services,
- Academic Officers [Departments],
- Student Registry

**External:**
- Local authorities and other agencies,
- Community support organisations,
- Solicitors and affiliated organisations

**Purpose of post**
To provide professional, confidential and impartial advice, support, representation and information to all students of Lancaster University; maintain and analyse casework records to support the management of the advice service.

**Major Duties:**

**Engaging with student clients**
1. To provide one to one and group advice, information and guidance as required to students on both academic and non-academic matters (e.g. academic regulations, University procedures, student housing matters etc.)

2. To make representation and advocacy for individual and groups of students within the University; academic appeals, university disciplinary and complaints proceedings, professional suitability panels, academic misconduct meetings and panel hearings, and other formal and informal hearings and meetings

3. To support and prepare students as required and appropriate at formal hearings/meetings such as academic appeals, plagiarism hearings, college/university disciplinary hearings and university investigatory meetings.

4. Independently manage a varied caseload, ensuring deadlines and priorities are set and effectively delivered against.

5. To maintain an up to date knowledge of University academic and non-academic rules and regulations.

6. To maintain an up to date knowledge of, and adhere to relevant guidelines, legislation and best practice relating to the delivery of advice, information and guidance.

7. To act for the student(s) where necessary, drafting letters, completing application forms, compiling budgets and financial statements and carrying out calculations as appropriate.

8. On behalf of students, make representations to third parties including university departments, local authorities and private and social landlords both verbally and in writing.
9. Signpost students to relevant authorities, University services and external support services for issues beyond the skills/remit of Students’ Union services.

Advice service administration

10. To monitor and respond to enquiries received through the Student Advice email inbox, and to manage appointments and bookings to the services as and when required

11. Manage sensitive and confidential information and maintain accurate, up to date and confidential records and statistics of casework.

12. Contribute to team assessment of casework in order to identify areas which are applicable to wider student groups, and as such appropriate for proactive work and social policy development.

13. Assist in relevant campaign planning; developing ideas, carrying out research and offering administrative support (in particular to FTO campaigns)

14. Assist with the production of Advice service literature, including student media, online provision, outreach locations and social media as deemed necessary by the Line manager.

15. Prepare reports and relevant information for the line manager in support of meetings and publications.

Students’ Union policies and standards

16. Understand the Unions constitution, policies and procedures, and ensure they are adhered to in your work.

17. Work to ensure that the Union is a safe, sustainable and fair organisation for our staff, students and others we engage with. This will include;
   o Safeguarding. Ensure understanding of the Unions Safeguarding procedures, and how they impact on and apply to your area of work. Ensure vigilance and consistency in recognising and reporting safeguarding concerns.
   o Data protection. Ensure that all data protection and information security policies and procedures are followed at all times.
   o Health and Safety policy and procedures. Ensure a thorough understanding of all relevant Health and Safety requirements within your area of work, including appropriate contributions to Risk Assessments, and adherence to Manual Handling arrangements.
   o Equality, Diversity and Inclusion. Understand, uphold and champion the Union’s commitments to equality, diversity and inclusion in everything you do.
   o Sustainability policies and procedures. Understand, uphold and champion the Union’s policies and commitments to sustainability.

General responsibilities of Union staff.

18. Undertake professional development, including annual performance and development review, and any other improvement opportunities identified with the Line Manager and/or Chief Executive Officer.

19. As a member of Students’ Union staff, behave in such a way as to reflect the values and objectives of the Union, modelling these for all students as appropriate, and effectively representing the organisation at all times.

20. A flexible approach to work will be required as although the role is primarily daytime based it will likely include occasional unsociable hours.

21. To undertake any other duties commensurate with the level and nature of the post and the goals of the Students’ Union, and follow Union policy to support the achievement of its wider mission and goals.