



# Casework Assistant Candidate Pack

Zacchaeus 2000 Trust



## Job Description

**Responsible to:** Casework Manager

**Hours of Work:** 35 hours a week

**Salary:** £24,982

**Contract Type:** Permanent (following successful probation period)

**Holidays:** 28 days plus bank holidays

**Location:** Victoria (with hybrid working options)

**Pension:** Up to 5% matched employer contribution

## About the role

This is an exciting opportunity to join our dynamic and committed advice services team. The post holder will provide casework support to advisors in our casework team and our Pro Bono Project Co-ordinator. This role will support the day to day running of our casework services and the co-ordination and administration of our Pro Bono Project. The post-holder will engage with our clients on a daily basis and have the opportunity to assist them with form filling. This entry level role is the ideal opportunity to gain experience and insight into social welfare advice and casework.

## About You

We are looking for a highly organised and proactive individual with an interest in social welfare advice and support. You will demonstrate excellent communication and interpersonal skills, have a commitment to working with communities who are highly disadvantaged and a passion for helping people to overcome homelessness and poverty. You will have excellent IT skills & experience working with Microsoft office and other cloud-based software, a great telephone manner and strong admin skills. You may have experience utilising Customer Relationship Management/Casework Management systems. You will have the ability to work with service users empathetically and have a willingness to try new tasks and support the wider team with policy work and online communication. From time to time you may be asked to work outside of usual working hours.

***Z2K is an equal opportunity employer. People with lived experience of poverty, from Black, Asian and minority ethnic backgrounds, LGBTQIA+ individuals and people with disabilities are strongly encouraged to apply. We welcome evidence of experience from both work and non-work settings such as volunteering and personal life.***

*We rely on your voluntary participation to enable us to monitor the impact of our equal opportunities policy and encourage all applicants to complete the Equalities Monitoring form in the [How To Apply](#) section of this pack.*

## Main Duties and Responsibilities

### 1. Casework and Casework Support

- 1.1. To manage all incoming referrals into the Pro-bono project, assess their suitability for the project and liaise with referrers.
- 1.2. Contacting referral organisations and clients to ensure they have provided the appropriate information and documents.
- 1.3. Support the project co-ordinator to present cases that do not meet the project requirements to the casework team at weekly triage meetings, manage internal referrals to the casework team, and signpost referrers and clients to alternative provisions where Z2K is unable to assist.
- 1.4. Manage all internal and external referrals for our form filling service. Liaise with our pro-bono volunteers, allocate cases and support the project co-ordinator to keep clients up to date with the progress of their case.
- 1.5. Support the day to day running of the casework team including; processing incoming and outgoing post, managing the enquiries email box, taking delivery of client documents, answering the telephone and taking messages and scanning and electronic filing of client documents.
- 1.6. Open and close cases on the case management system, send out closure letters, advice sheets, record financial benefits and outcomes achieved.
- 1.7. Collate and record the project and wider casework team's use of external interpreting services and grant applications.
- 1.8. Any other administrative tasks as identified from time to time.

### 2. Commitment to Policies

- 2.1. The postholder shall at all times have due regard for the aims and principles of Z2K, comply with all policies and procedures and work within professional boundaries maintaining safety and appropriate confidentiality at all times.

### 3. Learning and Professional Development

- 3.1. Identify learning and development needs in conjunction with your line manager; Willingness to develop knowledge, skills and undertake appropriate training in line with learning and development plans.
- 3.2. Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.

### 4. Other

- 4.1. Develop and maintain good working relationships with colleagues, sharing information and making a positive contribution; Participate in casework and wider team meetings.
- 4.2. Willingness to take a flexible and adaptable approach to service delivery, including working outside of normal office hours on occasion when required. The staff TOIL policy will apply.
- 4.3. Willingness to work at the Z2K office, remotely and at outreach venues as required.

4.4. Undertake other duties as may be required.

## Person Specification

Qualification	Essential	Desirable
Business Admin/Customer Service NVQ Level 2 or equivalent		✓
Experience	Essential	Desirable
Voluntary or paid experience of providing benefits advice or support		✓
Experience of assisting clients with benefit form filling, mandatory reconsiderations or tribunal representation		✓
Experience in administration support functions and processes	✓	
Knowledge, Skills and Ability	Essential	Desirable
Some knowledge and understanding of the welfare benefits / housing system or willingness to learn	✓	
A disciplined approach to record keeping, data protection and confidentiality	✓	
Excellent written and verbal communication skills	✓	
Well organised in maintaining communication with internal colleagues, external partners and organisations.	✓	
Excellent working knowledge of IT packages, and the ability to use IT to maintain databases, record case notes and outcomes, and write reports	✓	
Values	Essential	Desirable
A commitment to working in, and contributing to, the ethos of an anti-poverty charity	✓	
A genuine commitment to equal opportunities and ability to incorporate this into all aspects of your work.	✓	
A commitment to supporting colleagues and working as a team.	✓	

## About Zacchaeus 2000 Trust (Z2K)

Z2K's vision is that no individual in the UK should be living in poverty. We believe that adequate income and secure housing are key to creating a more equal society where everyone has the chance to lead a stable and dignified life. We work with people in London to solve their social welfare legal issues, with a focus on social security and housing matters, and we use the evidence from our casework to campaign to change policy and practice that drives injustice. Embedded at the heart of Z2K is our client-centred approach and our work to ensure the voices and views of people with lived experience are heard by decision-makers.

We work with a diverse range of people across London who are eligible for Social Security benefits and prioritise those who are most vulnerable. A large proportion of our clients are from black and minoritised communities and/or have a disability, mental or physical health condition. We take a holistic approach to casework, working with clients to resolve their social security and housing issues, provide wraparound support, and facilitate access to other services. Our award-winning Pro-Bono project handles social security benefit appeals to the First Tier Tribunal in relation to Employment and Support Allowance (ESA), Universal Credit (UC) and Personal Independence Payment (PIP) decisions as well as form filling support for benefit applications and reviews for our most vulnerable clients. Our Pro-Bono Project is supported by volunteers from corporate law firms and University law students. We work closely with other independent advice services and law centres as well as legal aid lawyers and a range of law firms. In 2021, we supported 1106 people with 1,744 cases.

For further information about Z2K, please [visit our website](#).

## Our Team

Our team of seventeen committed and dynamic staff members work across Operations, Advice and Casework Services, and Policy and Campaigns. The Advice and Casework team, led by the Director of Advice Services, currently comprises Casework Manager, Tribunals Project Co-ordinator, four Caseworkers, and a Casework Assistant. We are also supported by a wide range of dedicated and enthusiastic volunteers who work across our projects and services.

## Employee Benefits

We offer a range of employee benefits including generous annual leave entitlement, a matched pension contribution up to 5% of salary, life insurance and income protection for all employees, an employee assistance programme providing a range of services and support, and training and development opportunities to continue your professional development. As an inclusive employer, we consider flexible working arrangements in line with organisational requirements.

## How to Apply

To apply, please complete our online [application form](#). The completed form is the only information we will use in consideration of your application, so please ensure that you complete it fully, with particular attention to your personal statement detailing how you meet the required specifications for the role.

If you have any particular support needs in relation to the application or recruitment process, please email [recruitment@z2k.org](mailto:recruitment@z2k.org) or contact Afua Danquah on 020 7259 0801 (press option 1 & ext. 217) to discuss how we can support you.

Anonymised monitoring during the job application process enables us to see what is happening in practice, to assess the impact of our equal opportunities policy and its implementation, to set any targets for improvements, and to measure progress. We rely on your voluntary participation to enable us to do this, and to make the exercise successful. Participation is anonymous and you can select 'Prefer not to say' in response to any of the questions.

[Please complete our Equalities Monitoring Form](#)

**Closing Date: 12 noon 4<sup>th</sup> July 2022**

**Interview & Assessment date: 11th and 12 July 2022**

Any queries related to this job application process can be directed to [recruitment@z2k.org](mailto:recruitment@z2k.org) and we will respond within one working day.

*As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), The Zacchaeus 2000 Trust (Z2K) complies fully with the [code of practice](#) and undertakes to treat all applicants for positions fairly.*