



Senior Caseworker Candidate Pack

Zacchaeus 2000 Trust



Job Description

Responsible to: Director of Advice Services

Hours of Work: 35 hours a week

Salary: Starting at £35,745

Contract type: 2-year fixed term contract with the possibility of extension

Holidays: 28 days plus bank holidays

Location: Hybrid working, with main office in Victoria

Pension: Up to 5% matched employer contribution

About the role

We are looking for an enthusiastic and dedicated advice professional to join our award-winning casework team. As the senior caseworker you will be responsible for line managing 2 welfare benefit caseworkers alongside holding a reduced caseload of your own. You will support the wider team with more complex welfare benefit cases and best practice guidance on case management.

Working with clients from across London the Senior Caseworker will deliver welfare benefits and/or housing casework. Casework will include advice and representations on a varied range of issues faced by our clients and will involve communications, negotiations and presentation of cases to appropriate third parties such as the DWP, local authorities, landlords and tribunals as appropriate.

This is an immensely rewarding role working in a dynamic and fierce charity. We offer a range of employee benefits detailed in the Candidate Pack. We are happy to discuss a range of flexible working arrangements for successful candidates.

About You

We are seeking a proactive individual with a keen interest in social welfare law and access to justice.

You will have at least three years' experience delivering specialist welfare benefits advice, an understanding of housing and homelessness advice as well as safeguarding protocols and have experience supervising staff or volunteers.

You may be looking for a progression opportunity to a more senior role whilst continuing to deliver some frontline casework.

You will be committed to working with communities who are highly disadvantaged and a passion for helping people to overcome homelessness and poverty. 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 encourage all applicants to complete the Equalities Monitoring form in the [How To Apply](#) section of this pack. We rely on your voluntary participation to enable us to monitor the impact of our equal opportunities policy.

If you would like an informal chat about the role, please contact our Director of Advice Services vickyallen@z2k.org

Main Duties and Responsibilities

1. Leadership and Management

- 1.1. Line management of advice and casework staff ensuring effective performance management and development through regular supervision sessions, the appraisal process and learning and development. In conjunction with the Casework Manager [and Director of Advice Services](#), manage recruitment and induction of new staff and volunteers as appropriate.
- 1.2. Promote good teamwork, clear lines of communication and common practices within the advice and casework team.
- 1.3. Provide support and guidance to the advice and casework team on escalated casework and client issues, supporting decision making and appropriate case resolutions.
- 1.4. Monitor casework team workload and demand changes, achievement of deadlines and targets; work with the Casework Manager and Director of Advice Services to deliver improvements to workload process.
- 1.5. Provide training to Z2K staff and volunteers, and external stakeholders where appropriate.
- 1.6. Develop good working relationships with external stakeholders, represent Z2K and promote our work as required.
- 1.7. Contribute towards creating a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.

2. Advice, Casework and Representation

- 2.1. Provide person-centred advice and casework that conforms to the Advice Quality Standard, organisational policies and procedures, and priorities. Assist clients with related problems and refer to other caseworkers or specialist agencies as appropriate.
- 2.2. Manage a varied caseload, adopt a flexible approach towards casework, and make outreach visits as appropriate.
- 2.3. Maintain clear and comprehensive case records using designated IT systems, for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- 2.4. Ensure all data is adequately protected and handled in accordance with the organisation's confidentiality systems and procedures and in line with data protection regulations.

2.5. Ensure through reading, training and other methods that your own level of knowledge is up-to-date and that information is disseminated to all other team members where appropriate.

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. Commitment to Policies

- 4.1. 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.

5. Other

- 5.1. Liaise with the Policy & Campaigns team on casework trends/issues, Prepare blogs, case studies and other relevant communications where necessary.
- 5.2. 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.
- 5.3. Willingness to work at the Z2K office, remotely and at outreach venues as required.
- 5.4. Undertake other duties as may be required.

Person Specification

Experience	Essential	Desirable
At least 3 years' recent experience providing advice and casework, including some experience of representing clients at First-tier Tribunal.	✓	
Experience using a computerised case management system	✓	
Experience of the Advice Quality Standard or similar quality standard mark.	✓	
Knowledge and Understanding	Essential	Desirable
Up to date and in-depth knowledge and understanding of welfare benefits law, regulations and guidance.	✓	
Knowledge of housing law and awareness of issues which may impact and be relevant to homelessness and poverty.	✓	

Understanding of Safeguarding policies and procedures, professional boundaries and data protection	✓	
Understanding of data protection requirements in the provision of advice services.	✓	
Understanding of the needs and experiences of clients from a range of backgrounds	✓	
Skills and Abilities		
Good organisational and time management skills, with the ability to use own initiative and prioritise workload effectively	✓	
Excellent verbal and written communication and strong interpersonal skills	✓	
Numeracy skills required to understand and check welfare benefits awards, calculations, financial statements, and produce statistics and data for reports.	✓	
Good analytical skills with the ability to contribute to the development of casework and operational policies, procedures, monitoring and evaluation plans, new services/projects.	✓	
Ability to work as part of a team sharing information, encouraging collaboration and feedback, promoting common practices, challenge sensitively and give and receive constructive feedback.	✓	
Highly proficient in the use of IT software packages including Microsoft packages, casework and data management systems.	✓	
Values		
A commitment to the values of Z2K 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 a client focused and holistic approach to advice and casework services.	✓	
A commitment to continuous professional development, including a willingness to develop knowledge and skills.	✓	

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 or contact [Afua](#) Danquah on 020 7259 0801 (press option1 & 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 Tuesday 5th July 2022. We reserve the right to bring forward the closing date where we have received sufficient applications from appointable applicants, interested applicants are encouraged to apply early.

Interviews and assessments will be held on Thursday 14th July 2022

Any queries related to this job application process can be directed to 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.