

JOB DESCRIPTION

Discrimination Casework Assistant

PAY SCALE: NJC spinal point 13 £15,941 (pro rata)

HOURS: 18.5 per week (3 mornings or afternoons including one

evening a week to be agreed)

HOLIDAYS: 25 days plus bank holidays (pro rata)

CONTRACT: Permanent

REPORTS TO: The Director

The post holder will provide administrative support to the Discrimination Caseworker as well as staffing the casework helpline.

Duties & Responsibilities

- Answering calls sensitively from individuals who have experienced discrimination and providing initial information and in some cases basic advice
- Dealing with existing clients, Respondents and Employment Tribunals by phone, e-mail and letter
- Providing administrative support, including photocopying, creating case files, bundles, typing letters and other correspondence
- Maintaining effective organisational systems for the caseworker
- Ensuring that clients receive the right information and advice when they need it
- Signposting and referring clients where necessary
- Inputting data and information into the 'Topaz' computerised casework system and running off reports for funders, trustees and others
- Researching cases and points of law for the caseworker
- Organising and supporting casework volunteers when necessary

- Updating policies and processes for the casework service
- Maintaining quality standards and dealing with audits

Note

Notwithstanding the detail in this job description, the post holder will undertake such work as may be determined by the Director from time to time up to or at a level consistent with the main responsibilities of the job and in any location within Cheshire, Halton and Warrington.

PERSON SPECIFICATION

CHESHIRE HALTON & WARRINGTON RACE & EQUALITY CENTRE

JOB TITLE: Discrimination Casework Assistant

NJC Spinal Points 13 £15,941 (pro rata)

Qualifications & Knowledge	Essential	Desirable	Method of Testing
GCSEs in English & Maths (grade C or above) or equivalent	E1		Application
NVQ Administration Level 2 or equivalent		D1	Application
A legal qualification		D2	Application
Knowledge of employment law		D3	Application/Interview
Skills/Abilities			
Able to deal with distressed clients in a sensitive and	E2		Application/Interview
empathetic manner			
Excellent organisational skills	E3		Application/Interview
Ability to work under pressure	E4		Interview/exercise
Excellent written & verbal communication skills	E5		Application/interview/exercise
Experience			
At least 1year's experience of clerical & administrative duties	E6		Application

Experience of working in a legal field	E7		Application/Interview
Experience of working with a diverse team		D4	Application/interview
Experience of producing statistical reports		D5	Application/interview
Experience of working with a computerised casework system		D6	Application/interview
Knowledge			
Excellent knowledge of Microsoft Office especially Word,	E8		Application/interview/exercise
Excel, Outlook and Access			
Understanding of equality issues, particularly around race		D7	Application/interview
Other			
Ability to work on own initiative	E9		Application/interview
Team Player	E10		Interview
Possesses a good understanding of client confidentiality	E11		Interview
Commitment to equality	E12		Application/interview
Willing to learn new skills	E13		Interview