Advice Caseworker

Volunteer Programme Pack
Welcome

Thank you for your interest in volunteering with City, University of London Students’ Union (the Union). This pack contains an overview of the Union, the volunteer role up for grabs and information on how you can apply to join Team City SU.

The Union exists to represent all 19,000 of our members - every City student. We’re run by students, for students, and provide support, representation, advice and activities throughout the good times and the tough times.

We’re governed by a board of 10 Trustees, who work alongside our student Officers, small staff team, and hundreds of student volunteers (that’s you) to run a thriving and active students’ union in the heart of London.

Kristina Perelygina  
Board of Trustees  
Chair 18/19

Philip Gilks  
Chief Executive
**About Us**

With a rich history spanning over 100 years, City, University of London Students’ Union is the primary organisation representing the views of over 19,000 students at City, University of London to the institution and beyond.

With three Full-Time Student Officers, a small team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus. We deliver a range of services and support for our members, from independent academic advice to supporting our Programme Reps to make change on their course, to promoting the employability and development of students through our Student Activities department.

The Union also runs a Shop which sells a range of products, including ethically sourced University branding clothing, merchandise, confectionary and stationary.
**Union Advice**

Union Advice is the academic advice service provided by City Students’ Union. We offer free, confidential, independent and impartial academic advice to City students on issues such as appeals, extenuating circumstances, academic misconduct, disciplinary matters, complaints and fitness to practise. Our remit also extends to advising students of their rights and responsibilities at University.

**Our Volunteer Programme**

In its second consecutive year the Union Advice Volunteer Programme is a really exciting project which seeks to give opportunities to, and develop students in a professional environment. The Programme creates space for students to learn and build experience in a number of areas which will be useful to them in their future career. This particular role is ideal for post-graduate Law students, however other applications will be considered.

Our volunteers are at the heart of the Union Advice Service and whilst we seek to grow students through training and development we could not deliver such a high-quality service without them.

As part of our Programme all volunteer Advise Caseworkers receive full training to ensure they have the skills needed to help students deal with their issues. They are supported and supervised as they begin to give advice and will gain feedback for development over the year.

Advice Caseworkers do all or some of this:

- Find out key points of a student’s problem;
- Find out what the problem is and help them to understand self-help information so they can act for themselves;
- Help students fill out relevant forms or write statements in order to support their case;
- Develop an understanding of University regulations and procedures in order to practically apply them to day to day work;
- Maintain accurate case notes of interactions using our Case Management System;
- Assist the Union Advice team to carry out other duties to ensure visibility of the service across the University.

This role is an excellent addition to legal training, providing an opportunity to provide advice to clients.

Further information regarding volunteering with the Union can be found in our Volunteer Policy.
Opportunity Profile

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<thead>
<tr>
<th><strong>Post:</strong></th>
<th>Union Advice Caseworker (Volunteer)</th>
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<tbody>
<tr>
<td><strong>Department:</strong></td>
<td>City, University of London Students’ Union</td>
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<tr>
<td><strong>Responsible to:</strong></td>
<td>Academic Caseworker</td>
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<tr>
<td><strong>Location:</strong></td>
<td>Usually Tait Building, Northampton Square Campus</td>
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<td><strong>Time Commitment:</strong></td>
<td>Minimum 20+ hours across the academic year</td>
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Opportunity

The Union Advice team are looking for students to join our Volunteer Programme. The role will entail giving advice on academic issues, assisting students in preparing any forms or statements relevant to their case and accompanying them to provide support in meetings and panel hearings when they arise.

Duties & Responsibilities

- Develop an understanding of the University’s regulations and procedures and apply this knowledge practically.
- Provide confidential advice to students, through various interactions, including face-to-face, email and telephone.
- Undertaking casework when required including occasionally accompanying students to meetings and panels.
- Maintain accurate case notes of every interaction in our case management systems.
- Carry out other duties as and when required to assist with the efficient operation of Union Advice.

Training & Support

We want to make sure that everyone involved in City, University of London Students’ Union is up to date and ready to help deliver for students. All our volunteers will be given an introductory training, along with a full explanation of the role and their responsibilities. The training for this role will take place on campus on in November 2018.

Benefits

- Gain valuable new skills to add to your CV
- Receive a programme completion certificate
- Receive thank-you awards across the year for dedicating voluntary hours
- Positively shape our student community
- Get to know new people and be a part of our award-winning Union Advice Team
Candidate Specification

Qualifications

Essential
- Current student at City, University of London

Desirable
- Current student at City, University of London on a Postgraduate Law course (GDL/BPTC/LPC)

Knowledge and Experience

Essential
- Excellent customer service skills
- Basic IT, numeracy and literacy skills, with proficient use of Microsoft Office

Desirable
- Experience of maintaining accurate case notes or other records
- Ability to problem solve and use own initiative in a professional context

Skills and Abilities:

Essential
- Effective listening and communication skills
- Ability to handle queries in a professional manner and pass on as appropriate
- Good analytical skills to process information and identify options available to students
- Proactive and able follow clear directions

Personal Qualities:

Essential
- Interested in working with clients on casework
- Strong commitment to Equality and Diversity
- Positive attitude and enthusiasm about City, University of London and City Students’ Union
- Enjoy working as part of a team
How to Apply?

Applications Close: Sunday 4 November 2018, 11:59pm
Interview date: 9 November 2018
Training Day: Friday 23 November 1:30pm - 4:30pm

To apply for this role, please send your CV and a covering letter explaining how you demonstrate the requirements of the volunteer role to unionadvice@city.ac.uk.

If you have any questions regarding the role or the Advice Caseworker Volunteer Programme, please contact our Liam Clements.