**Job Title: Challenge North Staffs Caseworker**

**Location:** the post is based at Advice House, Cheapside, Hanley, Stoke on Trent.

**Purpose of the job:** The CNS Caseworker will undertake casework with victims of hate incidents / crimes covering all protected characteristics, referred into the Challenge North Staffs (CNS) team.

Hate Crime Casework involves providing “client-centred” solutions for victims of hate crimes.

The successful candidate will need to be able to:

* Listen to victims of hate crimes / incidents and help them decide what resolution they require.
* Co-ordinate responses from other agencies (especially housing providers and the criminal justice agencies).
* Network with agencies – both at practitioner and strategic level.
* Provide effective and high quality casework support to victims of hate crime to enable them to cope and recover from their experience.
* To advocate on behalf of victims both individually and collectively, for improvements in services and support where gaps or weaknesses are identified.

Flexibility is a key characteristic of all our posts and the post-holder may be asked to carry out other tasks consistent with the grade from time to time.

**Equality and Diversity:** all staff members are expected to demonstrate a commitment to equality and diversity. We recognise and celebrate the positive value of diversity, promote equality and challenge discrimination.

**Tasks:**

1. **Casework** – the post holder will be responsible for delivering holistic casework services to victims of hate crime in North Staffordshire.
2. **Management** – s/he will be expected to seek ways of assisting the Management Team in progressing the work of the service. This will include contributing to the development of systems, services and processes as well as other team members and volunteers.
3. **Administration** – s/he will be responsible for ensuring, in conjunction with the Administration Unit, the efficient systems for administration work are in place and are followed.
4. **Consultancy** – s/he will be required to be available for consultation by individual volunteers and paid workers where it is considered appropriate by the Manager. S/he will be required to be available for consultation by the Manger to discuss individual cases or general methodological issues.
5. **Training –** s/he will be responsible for sharing knowledge about specific areas with colleagues and others in a variety of formal and informal training situations. S/he will also develop and deliver training to external organisations where appropriate, in collaboration with the CNS Project Officer.
6. **Supervision –** s/he may provide support, supervision and quality control to generalist advisers and Advice Assistants and to co-ordinate their work.
7. **Monitoring** – s/he will be required to provide monitoring information to demonstrate that project targets are being met.
8. **Quality** – s/he will be required to work to familiarise with and achieve the relevant quality standards in his/her work and to ensure the quality of the casework undertaken by any volunteer workers s/he supervises.

9. **Research & Campaigning** – s/he will be expected to review his/her work in order to highlight issues on which Citizens Advice should comment. S/he will also suggest priorities for Citizens Advice comment on campaigning both locally and nationally.

10. **Systems Design** – s/he will contribute towards the development of work systems and processes.

11. **External Links** – s/he will develop and maintain positive links with key partner organisations and will represent Challenge North Staffs / CASNS at meetings or events.

12. **Introduction to other services** – s/he will support victims who require specialist services, making introductions to those services.