



BRITISH ASSOCIATION OF SOCIAL WORKERS

Advice & Representation Officer and Trade Union Official

Accountable to: Head of Service, **Advice & Representation (A&R)**

Job role summary: To deliver advice and representation to BASW and SWU members on employment and fitness to practise matters as defined in the A&R service specification

Key tasks:

Direct work with members

1. To manage a caseload of varied complexity; providing advice and representation in formal employment processes and/or fitness to practise processes with the 4 UK social work regulators.
2. To advise and represent members of the Association in formal employment procedures and to act in the delegated capacity as Trade Union Official for members of the Social Workers Union (SWU).
3. To advise members on how to prepare responses for the regulatory bodies in the four nations of the UK, and to represent at Regulatory hearings where required.
4. To support the Head of Service, Advice and Representation in the delivery of the initial response service as required.
5. To participate in the duty rota as required, providing evidence-based and solution-focused advice on a range of employment and fitness to practise matters.
6. To record accurate, timely summaries of duty conversations and casework and file relevant case documents using BASW's electronic system and other recording systems as required in line with UK GDPR.
7. To assess, determine and communicate eligibility, next steps and outcomes to members.
8. To share information effectively and in compliance with UK GDPR with

colleagues and others as appropriate.

9. To develop and maintain a working knowledge of employment and other relevant legislation, guidance, and policies relevant to the delivery of advice and representation.
10. To negotiate settlement agreements on behalf of members as needed and provide guidance on the contents of the draft agreement.
11. To identify complex legal issues and seek further advice as required, ensuring legal advice is sought from the external legal provider when required and cases requiring subsequent legal assessment are referred to the Head of Service, Advice and Representation for decision on next steps.
12. To ensure cases are closed in a timely manner to enable their efficient and effective throughput.

Other professional responsibilities

13. To keep your line manager advised on the nature and extent of current workload via supervision, or at other times as necessary, and to work with your supervisor to manage demand, prioritisation and workplace wellbeing.
14. To work with your supervisor to identify your ongoing learning and development needs and to formulate a development plan.
15. To contribute to the ongoing development of the A&R service including assisting in identifying changes and evaluating trends in demand, helping to identify and implement meaningful performance measures for the service and contributing to discussions about service improvement
16. To maintain knowledge, skills, and compliance in use of all relevant technologies deployed in the business
17. To maintain up to date knowledge and information about social work practice in the UK to ensure correct employment and fitness to practise advice is given to members.
18. To work collaboratively with colleagues as a member of the A&R team.

Other responsibilities

19. To implement elements of the Social Workers Union and BASW media strategies, under the guidance and direction of the Head of Service, Advice and Representation and relevant communications teams.
20. To work with representatives from other organisations as appropriate.
21. To work collaboratively with SWU-employed staff, and Executive members as required.
22. To promote the role of social work and social workers across the UK and recruitment of new members to BASW and SWU.
23. To work and collaborate closely with all BASW staff teams and functions as needed, contributing to the integrated development of BASW and improvements to our services for members as a whole.
24. To deliver occasional presentations as agreed with the Head of Service, Advice and Representation.
25. To contribute to written material about the work of BASW and SWU including information and guidance for members from time to time.
26. To undertake other duties commensurate with grade and role.