



BRITISH ASSOCIATION OF SOCIAL WORKERS

Senior Officer, Advice & Representation Service

Responsible to:

Advice & Representation Head of Service

Responsible for:

Providing Advice and Representation to members in formal employment procedures and/or in Fitness to practice process with UK regulators.

Overall Objectives:

Assisting the Head of Service in the delivery and development of an effective advice and representation service for BASW/SWU members.

Key tasks:

1. To deputise for the Head of Service in their absence.
2. To provide Advice and Representation to BASW/SWU members.
3. To develop and provide a variety of learning forums in the team, developing best practice approaches to the delivery of services.

Senior Officer/Deputising Tasks

To support the Head of Service with the running of the service and to deputise in their absence:

1. Overseeing the delivery of the Initial Response service, including reviews of eligibility and entitlement decisions.
2. Allocation of cases for short-term and long-term interventions
3. The provision of independent advice for negotiated settlement agreements

4. Case discussions and decision making with officers, including assessing suitability for legal assessments and agreeing case approaches within operational guidelines.
5. Delivering learning and practice sharing forums to support consistency of service delivery and the development of the team professional knowledge base.

Direct work with members

1. To manage a small caseload of varied complexity; providing advice and representation in formal employment processes and/or fitness to practise processes with the 4 UK 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 participate in the duty rota as required, providing evidence-based and solution-focused advice on a range of employment and fitness to practise matters.
5. To communicate eligibility, next steps and outcomes to members and to share information effectively and in compliance with data protection regulations with colleagues and others as appropriate.
6. To negotiate settlement agreements on behalf of members and provide guidance on the contents of the draft agreement.
7. To develop and maintain a working knowledge of employment and other relevant legislation, guidance and policies relevant to the delivery of advice and representation
8. To record accurate, timely summaries of duty conversations and casework using BASW's electronic system

Other professional responsibilities

1. To develop practice learning forums and training to enhance the work of the team

2. To contribute to the ongoing development of the A&R service including identifying and implementing meaningful performance measures for the service and contributing to discussions about service improvement
3. To contribute to written material about the work of BASW and SWU including information and guidance for members
4. To assist in the preparation of reports and items of information for presentation in relevant forums
5. To maintain knowledge, skills and compliance in the use of all relevant technologies deployed in the business
6. To maintain up to date knowledge and information about social work developments in the UK to ensure correct advice is given to members.
7. To keep the line manager advised on the nature and extent of current workload and to work with them to manage demand, prioritisation and workplace wellbeing
8. To identify ongoing learning and development needs and to bring these to the attention the line manager
9. To promote the role of social work and social workers across the UK and recruitment of new members to BASW and SWU.
10. To work and collaborate closely with other BASW staff teams and functions as needed, attending meetings and events as appropriate, being part of cross-team and cross-country projects, mutually sharing expertise and contributing to the integrated development of BASW and improvements to our services for members.
11. To undertake other duties commensurate with grade, as required by the Head of Service, Advice & Representation, Senior Officers and/or Chief Executive.