



HM Prison & Probation Service

HQ Job Description (JD)

Band 4

Group Family: Generic - Casework

Job Description: Caseworker Support

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JD Evidence	

HQ Job Description

Job Title	Caseworker Support
Directorate	Generic - Caseworker
Band	4

Overview of the job	The job holder will be responsible for a caseload and will work with stakeholders to prepare and handle cases. This can be highly sensitive area of work, which attracts considerable Ministerial, media, public and pressure group attention.
Summary	The job holder will be responsible for ensuring correct procedures are followed through on all cases. They will provide direct administrative support to the team; draft submissions to the Minister and maintain databases providing statistics to senior management team.
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Manage and organise a caseload of cases. Where necessary review and comment, consider witness statements and legal arguments and provide comments after seeking advice from senior caseworker and Head of Team. • Provide advice and instructions to relevant stakeholders to prepare for cases. Where necessary review and comment on stakeholder's submissions, consider documents and provide comments after seeking advice from senior caseworkers. • Produce draft submission to line manager / senior caseworkers, (including proposals), draft letters for onward submission to the senior caseworkers and Head of Team for approval within specified timescales. • Highlight to senior caseworker where further clarification is considered necessary on factual accuracy issues that has been raised as a result of the check. • Seek the relevant authority and provide the legal advice and sufficient detail on cases to enable an informed decision to be made • Prepare draft responses to Official correspondence for the senior caseworker's consideration before being signed off by the Head of Team • Follow up progress on cases and share this information with senior caseworker for a decision regarding whether an internal investigation is required. • Will interrogate various databases to support management; this will include providing data and statistics for briefings or presentations that underpin the work of the unit / team. • Organise and attend meetings as required, including acting as secretary and minute taker. <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.</p>
Behaviours	<ul style="list-style-type: none"> • Leadership • Communicating and Influencing • Changing and Improving • Working Together

Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these.
Technical requirements	
Ability	

Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths	Ability	Experience	Technical
	It is advised strengths are chosen locally, recommended 4-8		N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these	
Leadership				
Communicating and Influencing				
Changing and Improving				
Working Together				